

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

FUJITSU SERVICES
POST OFFICE ACCOUNT

SERVICE REVIEW

AUGUST 2006



FUJITSU

Fujitsu Services

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Version: 1.0

Title: SERVICE REVIEW – AUGUST 2006

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

Status: Definitive

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

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1 DOCUMENT CONTROL

1.1 DOCUMENT HISTORY

Version	Date	Reason
1.0	14/09/06	Service Review Book for August 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	POST	Post Master
		MASTE	
		R	
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

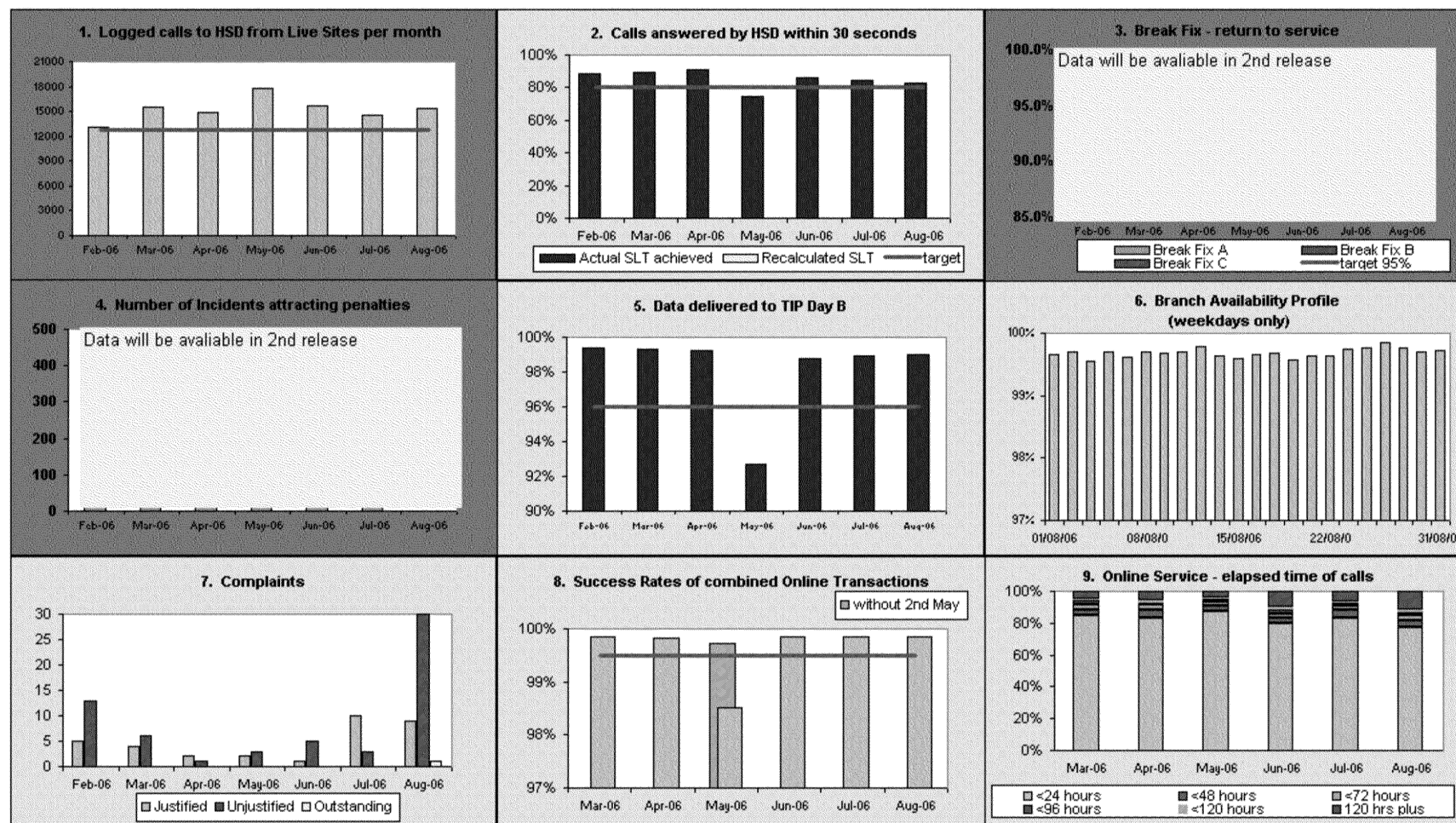
2 AUGUST REVIEW OF SERVICE

2.1 MANAGEMENT SUMMARY



Executive Dashboard

August 2006



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Availability and Problem Management

Summary: Within the Fujitsu Services domain for August 2006 there were no Major Incidents or service affecting incidents as a result of suppliers outside the Fujitsu domain.

VIP branches affected this month:

Thursday 17th August. VIP branch 006340 Sheffield, counters 2 to 14 were unavailable from 10:03 to 14:14. Engineer identified loose cables that required reseating into the Hub. Call E-0608170298 refers

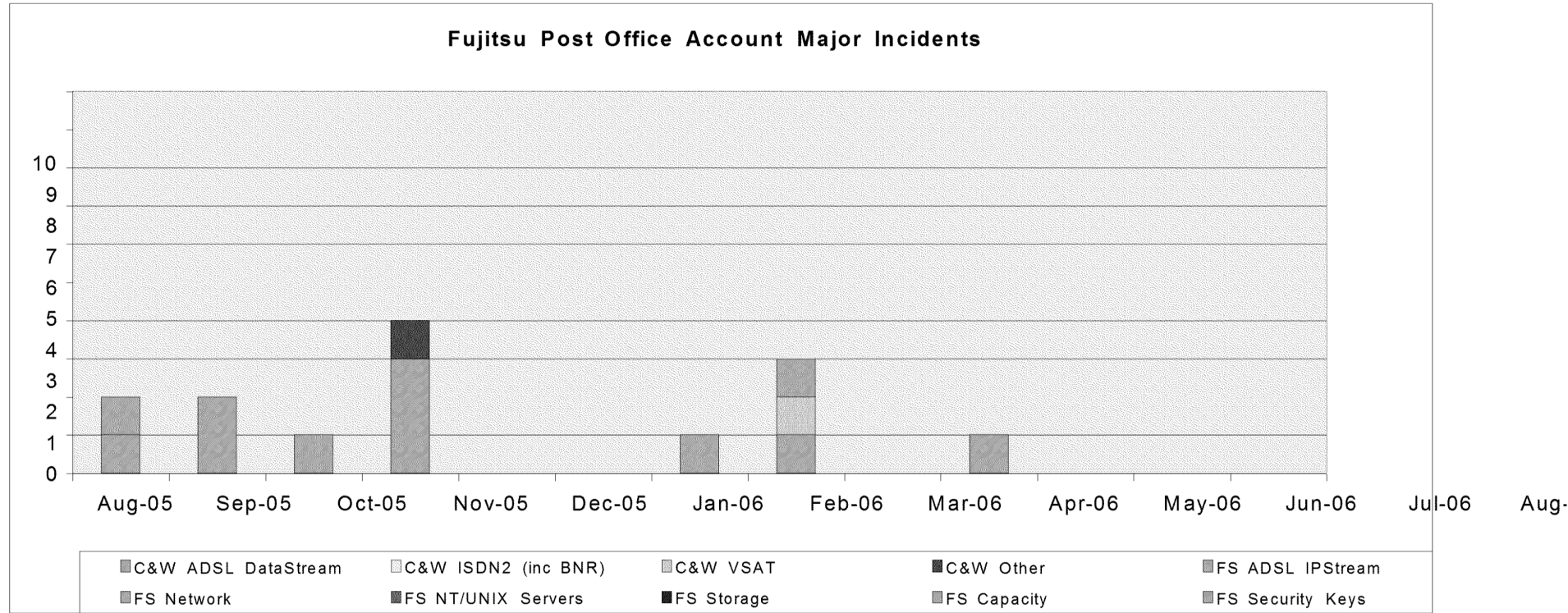
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	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
C&W ADSL DataStream	1	0	0	3	0	0	0	1	0	0	0	0
C&W ISDN2 (inc BNR)	0	0	0	0	0	0	0	0	0	0	0	0
C&W VSAT	0	0	0	0	0	0	0	1	0	0	0	0
C&W Other	0	0	0	1	0	0	0	0	0	0	0	0
FS ADSL IPStream	0	0	0	0	0	0	0	0	0	0	0	0
FS Network	0	2	0	0	0	0	0	0	0	1	0	0
FS NT/UNIX Servers	0	0	0	0	0	0	0	0	0	0	0	0
FS Storage	0	0	0	0	0	0	0	0	0	0	0	0
FS Capacity	1	0	0	0	0	0	0	0	0	0	0	0
FS Security Keys	0	0	0	0	0	0	1	1	0	0	0	0
TOTAL	2	2	0	4	0	0	1	3	0	1	0	0

2.1.2 OBC Branch Change Service Summary

In August 2006 there were a total of 304 changes undertaken; this increase was due to the Counter Reduction Programme. 4 of these were cancelled changes. With the exclusion of 'Closures' 268 changes were undertaken. Fujitsu were responsible for 9 change requests not being completed on the target date. For Fujitsu this represents a failure rate of 3.36% against the new 4% OLA minus Closures. It also represents a failure rate of 3.00% against the original target of 5%. There were no line plant failures; this also represents a failure rate of 3.00% against the old 4% target excluding Line Plant. This results in an improvement against the July figures of 5.34% for the target without Closures. Compared to the July calculations an improvement of 3.02% against the 5% target rate and an improvement of 3.02% against the 4% target rate, excluding line plant.

Post Office Ltd were responsible for 2 change requests not being completed on the target date, which represents 0.67% against the 4% target, this also shows an improvement against the July calculations of 3.09%.

Fujitsu's direct failures comprised of 4 Communications, 2 Process, 2 Software and 1 Hardware.

There were 2 joint failures

Fujitsu OBC Failures Are:

South Nutfield – Cable & Wireless did not meet the request for service date for provision of the ADSL service on the PSTN line, thus delaying opening by 7 working days.

Ovenden – A fault on the ISDN line delayed the opening by 3 days whilst BT resolved.

Enfield CTO (1) – FMS engineer was late arriving to branch and the PO Ltd representative wanted to leave early resulting in a second visit to complete and a miss by 1 day.

Enfield CTO (2) – Engineer was informed late by the FMS desk of the need for attendance and therefore arrived at branch with insufficient time to complete the task. Re-attendance required which resulted by a miss of 1 day.

Broadfield – ISDN line fault delayed opening by 7 days, BT engineer had failed to complete installation work although he had "completed" his job on BT system.

East Grinstead – Engineer unable to configure new gateway as SMC were unable to "clear lan" to enable build to start, resolution of software issue meant a delay of 2 days.

Swinderby – An incorrect comms number had been supplied into OCMS which meant a Gateway configuration failure. An OCR was raised to correct the number which took 3 calendar days to run through OCMS, delay to this reopening was 1 working day.

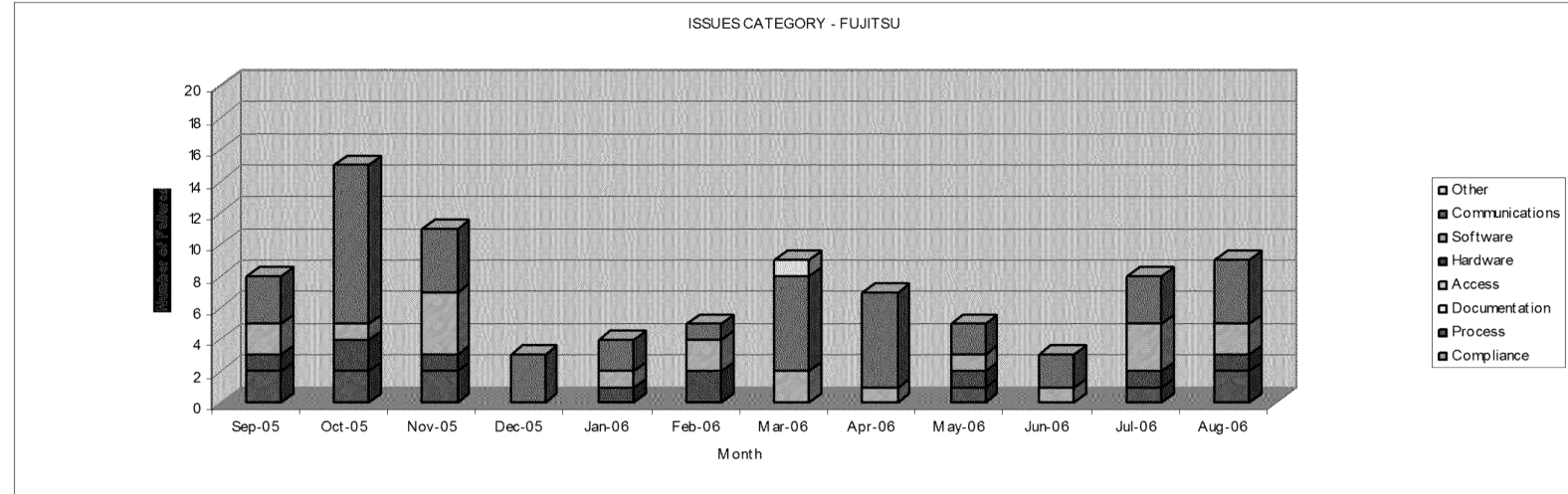
Brixham – Gateway failed to build on ADSL, OCR needed to change comms number in OCMS to ISDN as this was a Strategic branch, engineer re-attended with ISDN Gateway, thus delayed by 2 working days

Cross Hands – ADSL service ordered against an incorrect PSTN number thus delaying opening by 1 working day.

Corrective Actions

All outstanding orders for Remote Connect ADSL (Datastream) have been cancelled and the orders resubmitted for IPStream, these have been supplied successfully

Closer working relationship with FMS re the allocation of engineering resource and OBC have re-designed the information spreadsheet to give FMS rolling 7 day notification of all changes requiring Fujitsu engineering attendance.



2.1.3 IP Stream Migration

Phase 1 of the IPstream Migration has proved to be a success with 3337 branches migrating from ADSL to IPstream and 1256 migrating from ISDN to IPstream.

The Phase 1 “tail” management will be completed by 30th September with any remaining ISDN to IPstream branches transferring into Phase 2 of this project.

Work has begun on the planning of Phase 2 which is due to commence around October this year.

2.1.4 Icon Service

No update.

2.1.6 Business Continuity

During August the procedural walk-throughs for the Web Services (APOP, DVLA and PAF) and the Debit Card/Electronic Top-up Services were successfully completed. The operational test for the Post Office Limited Northern Data-centre was also successfully completed.

The installation and commissioning of equipost masterent at LEW02 has progressed, however the installation of Tivoli servers is taking significantly longer than originally expected and is having an adverse effect upon the completion dates. The operational verification of LEW02, CP4126, has been retargeted for the T30 release and is now expected to be conducted during late 2006.

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2.1.7 Message Broadcast

20 Message Submissions sent in August.

2.1.8 Horizon Service Desk and Complaints

In August, 110 complaints against Fujitsu Services were passed to POL Customer Relations, 13 of which were excluded as chaser / duplicate calls. Of the remaining 97 complaints the top three areas of complaint were:

Engineer complaints (including 15 about response times) – 33

Printer problems - 30 complaints, 19 of which were also complaining about the engineering service.

On Line Services being unavailable - 25 complaints

57 of the 97 complaints were passed to Fujitsu Services for information only, and 40 were passed for investigation and comment. Of those investigated by Fujitsu Services, 9 were justified complaints and 1 complaint is still outstanding (8 against engineering, 1 against the HSD & 1 against online Services). The justified complaints are detailed in the table below.

Engineering Service / Counter Printers: Fujitsu Services is continuing the work started in previous months to improve the scheduling of engineering visits, and the availability of spare Counter Printers. New escalation and communication procedures have been put into place between the HSD & Engineering, to ensure that the desk have the most current information to pass to the POST MASTERS. We are also monitoring the number of missed visits and have seen volumes drop toward the end of August.

The actions scheduled for implementation in July / August, including the introductions of extra spare printers, the training of additional third party staff to increase turnaround of the replacement printers and the fix for the software fault have all been completed. Additionally the "instruction labels" for printing Postal Orders have been distributed, all of which have seen a slight improvement in the number of Counter Printer faults logged, however visit volumes are still significantly in excess of the forecast levels.

Date in POL/FS	Date Cleared	POL Ref	Branch Code And Facia	Category/Reason For Complaint	Just/Not	Improvement Action
02/08/2006	07/08/2006	MG/AUG/003	St Stephen's Parade - 183002	CP shortage and missed ETA of engineer	JUST	Better communication to the Post Offices with regards to part shortages.
15/08/2006	15/08/2006	MG/AUG/092	North Creak - 362136	Missed ETA of engineer	JUST	Apologies for the confusion and delay that occurred as a result of the call. It has been highlighted to the engineers involved to follow the recommendations in a call.
11/08/2006	15/08/2006	MG/AUG/091	Combs Ford	Missed ETA of engineer	JUST	At the time of this call, FMS were experiencing a very high number of calls, and a shortage of spares for certain products which unfortunately had a knock on effect on other calls. The number of broken ETA's has been monitored and has reduced.
15/08/2006	16/08/2006	SF/AUG/38	Addiscombe Exchange - 055013	Engineer did not have necessary parts to repair fault.	JUST	Actions are in place to manage any future situations where calls are delayed due to problems with PSTN modems.

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Date in POL/FS	Date Cleared	POL Ref	Branch Code And Facia	Category/Reason For Complaint	Just/Not	Improvement Action
16/08/2006	16/08/2006	SF/AUG/46	Macclesfield - 007432	Engineer did not have necessary parts to repair fault and meet the ETA he communicated to the PM	JUST	This call has been highlighted to FMS and they apologise for the length of time taken to return to branch to complete this call.
29/08/2006		sf/aug/83	73140- The Chase	Multiple online services issues and missed ETA of engineer	Outstanding	
24/08/2006	30/08/2006	DB/AUG/047	364555 - Crowlas	Online Services issues, and duration of fault. Poor communication from the HSD.	JUST	Measures are being implemented at the HSD to improve communication to the branches.
31/08/2006	05/09/2006	JH/AUG/064	Duart Crescent - 238824	Duration of Pinpad fault. Poor communication from the HSD.	JUST	With the work in progress levels currently being experienced it sometimes becomes necessary to re-prioritise calls. Fujitsu Field Maintenance Services are working together to increase the visibility of missed priority calls such that they can be more proactively managed to prevent further occurrences of these issues.
24/08/2006	31/08/2006	MG/AUG/0108	Easingwold - 180349	Length of cables at the branch & ,missed engineer ETA	JUST	This call has been highlighted to FMS and they apologise for the length of time taken to complete this call.
29/08/2006	01/08/2006	MG/AUG/0111	Alderney - 151508	Engineer did not have necessary parts to repair fault.	JUST	The engineer has been spoken to and the issue also addressed with the repairers of the Horizon equipment, such that quality checks at the point of despatch have been addressed and preventative measures put in place to further ensure no repeat instances.

2.1.9 Business Incident Management

There were 15 reconciliation incidents during August. This is 16 less than that reported in July 2006.

All 15 reconciliation incidents were within the 5 day response SLT.

There were no 8 hour response SLT incidents.

2.1.10 Engineer Services – Branch Visits By Engineer

The volume of branch visits by engineers remains high through August, and the volumes for components are indicating consistent trends. The exception being for monitors, which have seen an increase attributable to mains adapter failures.

It is encouraging that Counter Printers have remained consistent and is further evidence that measures adopted to address previous high volumes in this area continue to be effective.

Engineer on-site time have improved for the newly deployed baseline PINPADs and a similar trend is expected for base units through September and October.

2.1.11 Security Services

Automated Key Refresh

An average of 15 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 450 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

The Link AZMK key promotion failed due to problems at the Link end.

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
72	300	300	0
Query Days this month	YTD Contract	Received YTD	
1666	6250	6534	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
4	42	21	0

Witness statements provided this month	1	Witness statements YTD	24
Days in court this month	0	Days in court YTD	2.5

Current Month and Forthcoming Court Commitments

Outlet	2.1.1 DATE	Court location	Comments
Gaerwen	25 Sep 06	Caernarfon Crown Court.	Awaiting Court requirements
Southfields	13 Nov 06	Kingston Crown Court	Awaiting court requirements
Painters Ash	8 January 07	Maidstone Crown Court	Awaiting court requirements

Updates to Previous Months Prosecutions

Outlet	Comments
None received	

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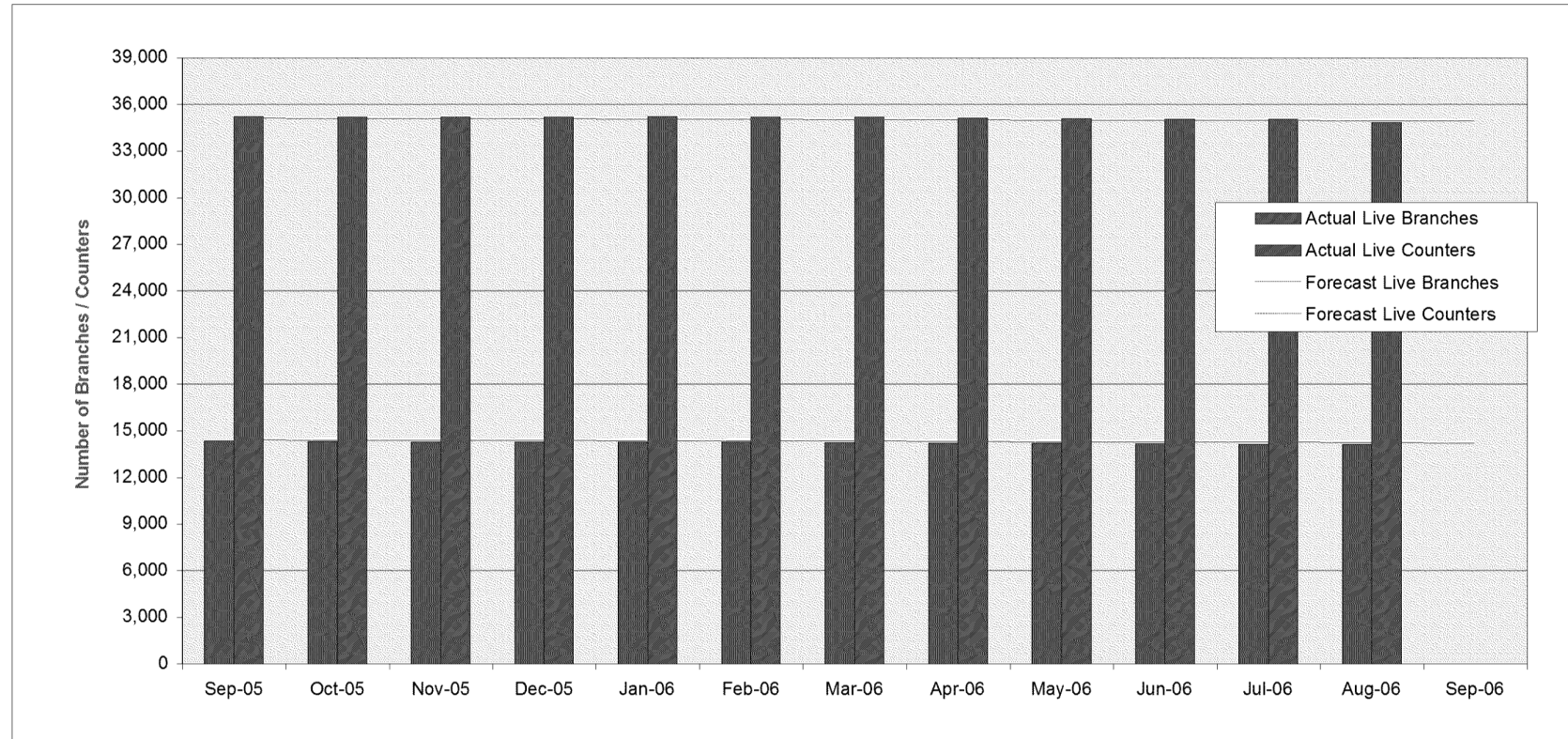
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2.1.12 PostShops

Month August	Week 1 01/08 - 07/08	Week 2 08/08 - 14/08	Week 3 15/08 - 21/08	Week 4 22/08 - 28/08	Week 5 29/08 - 31/08	Monthly Totals
Number of calls received	6	7	6	9	3	31
Number of calls resolved in 8 hours	5	7	6	8	3	29
Number of calls resolved in next day	1	0	0	1	0	2
Number of Hardware faults	6	4	5	7	3	25
Number of software faults	0	3	1	2	0	6
Number of outstanding calls	0	0	0	0	0	0

3 AUGUST 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	14129	
Actual Live Counters	35204	35188	35195	35189	35205	35201	35191	35145	35098	35062	35032	34821	
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

	August 06	To Date
Balance Enquiries	1,738,440	62,239,839
Bureau Credit Transactions	17,808	80,147
Bureau Credit Value	£6,147,730	£25,941,450
Bureau Debit Transactions	136,813	601,070
Bureau Debit Value	£45,949,600	£186,870,015
Cash Deposit Transactions	700,008	16,944,535
Cash Deposit Total Value	£392,711,453	£5,939,350,823
Cheque Deposit Transactions	40,202	1,174,267
Cheque Deposit Total Value	£17,738,824	£470,908,739
Cash Withdrawal Transactions	10,501,630	291,727,608
Cash Withdrawal Total Value	£1,091,578,031	£28,359,985,748
Withdrawal to Limit Transactions	10,552,747	220,846,318
Withdrawal to Limit Total Value	£1,372,253,230	£27,157,841,061
Sales Debit Refund Transactions	228	20,110
Sales Debit Refund Total Value	£24,351	£3,446,281
Sales Debit Payment Transactions	2,541,342	67,361,305
Sales Debit Payment Total Value	£182,405,871	£4,368,653,547
Sales Credit Payment transactions	216,227	934,195
Sales Credit Payment value	£5,979,919	£27,219,346
Sales Credit Refund transactions	62	294
Sales Credit Refund value	£3,458	£22,884

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

Bank	Transaction Volume	Transaction Value
<i>Alliance & Leicester plc</i>	1,618,986	£454,823,498
<i>Card account at Post Office</i>	18,423,636	£2,138,026,931
<i>Streamline (Online Debit Card)</i>	2,912,480	£240,510,929
LINK		
Abbey National PLC	66,390	£3,354,937
Bank of Ireland	27,065	£6,445,961
Bank of Ireland Instant Saver	29,965	£10,294,823
Barclays Bank Plc	866,375	£66,431,445
Clydesdale Bank Plc	115,335	£11,446,721
First Trust Bank	766	£63,424
HBoS	85,591	£4,948,122
HSBC Bank Plc	24,109	£1,726,619
Lloyds TSB	1,282,643	£82,546,605
Nationwide Building Society	204,741	£11,176,696
NatWest	135,635	£6,268,495
Northern Bank Ltd	8,734	£453,042
NS&I	245,460	£38,862,624
Royal Bank of Scotland	44,117	£2,094,396
Smile	33,588	£5,490,733
The Co-operative Bank	222,289	£24,084,619
Ulster Bank Ltd	723	£57,858
Yorkshire Bank Plc	105,736	£5,683,990
LINK TOTAL	2,394,132	£183,457,223
GRAND TOTAL	25,349,234	£3,016,818,580

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3.1.3 Vital Statistics – ETU Transactions

Summary	August06	Total to Date
Transaction Volume	1,614,572	48,199,589
Transaction Value	£13,516,019	£399,229,126
Details by Issuer Scheme	Transaction Volume	Transaction Value
3GUK Ltd Cash Credit	21,957	£241,415
3GUK Ltd Everything Add-On	3,960	£19,800
3GUK Ltd Talk and Text	4,439	£110,975
3GUK Ltd Text Add On	2,281	£15,080
Carphone Warehouse Mobile World	5,099	£50,295
Fresh Mobile E-Voucher	2,884	£25,805
M&S Mobile Top-up Voucher	153	£1,355
Napster Tracks Music Voucher	40	£620
Napster Unlimited Music Voucher	32	£790
O2 PAY & GO	208,642	£2,387,415
O2 Top-Up Voucher	81,435	£872,385
Orange E-Voucher	59,932	£437,165
Orange pay-as-you-go	326,608	£2,581,845
Orange Talk Extra 300 E-Voucher	50	£750
Orange Text Extra 150 E-Voucher	63	£504
Orange Text Extra 150 E-Voucher	167	£835
Orange Text Extra 400 E-Voucher	56	£672
Orange Text Extra 50 E-Voucher	119	£476
Orange World 4MB E-Voucher	10	£40
Post Office Rec Colleague Card	1,367	£11,855
Post Office Rechargeable Card	457	£4,910
Talk Talk Mobile E-Voucher	103	£785
talkXtra	4,191	£35,207
Tesco Mobile Pay as you Go	14,263	£160,785
Tesco Mobile Top-up Voucher	3,127	£34,880
T-Mobile Pay as you go	218,012	£1,743,955
T-Mobile Top-Up Voucher	82,234	£558,315
Virgin Mobile Airtime Voucher	47,762	£325,570

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)
August 2005	26,705,444	193,006,661	2,174,677	24,638,540	1,597,895
September 2005	25,976,618	186,567,173	2,278,662	22,970,773	1,565,092
October 2005	26,497,868	186,838,982	2,426,611	23,225,056	1,528,801
November 2005	26,423,868	195,520,416	2,610,067	24,090,481	1,544,262
December 2005	24,858,799	226,656,265	3,361,185	27,124,957	1,559,134
January 2006	26,040,782	207,579,498	2,553,452	25,376,467	1,507,068
February 2006	24,245,422	213,697,193	2,567,011	23,764,338	1,457,022
March 2006	27,230,402	245,958,494	3,066,487	26,607,414	1,659,329
April 2006	25,091,390	218,386,034	2,704,275	25,066,191	1,459,696
May 2006	28,300,818	236,661,304	2,721,656	27,193,670	1,589,933
June 2006	27,175,405	227,911,286	2,652,295	25,898,745	1,604,880
July 2006	26,802,390	221,617,603	2,608,858	26,107,102	1,561,316
August 2006	24,914,104	227,049,727	2,541,570	26,454,364	1,614,572

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

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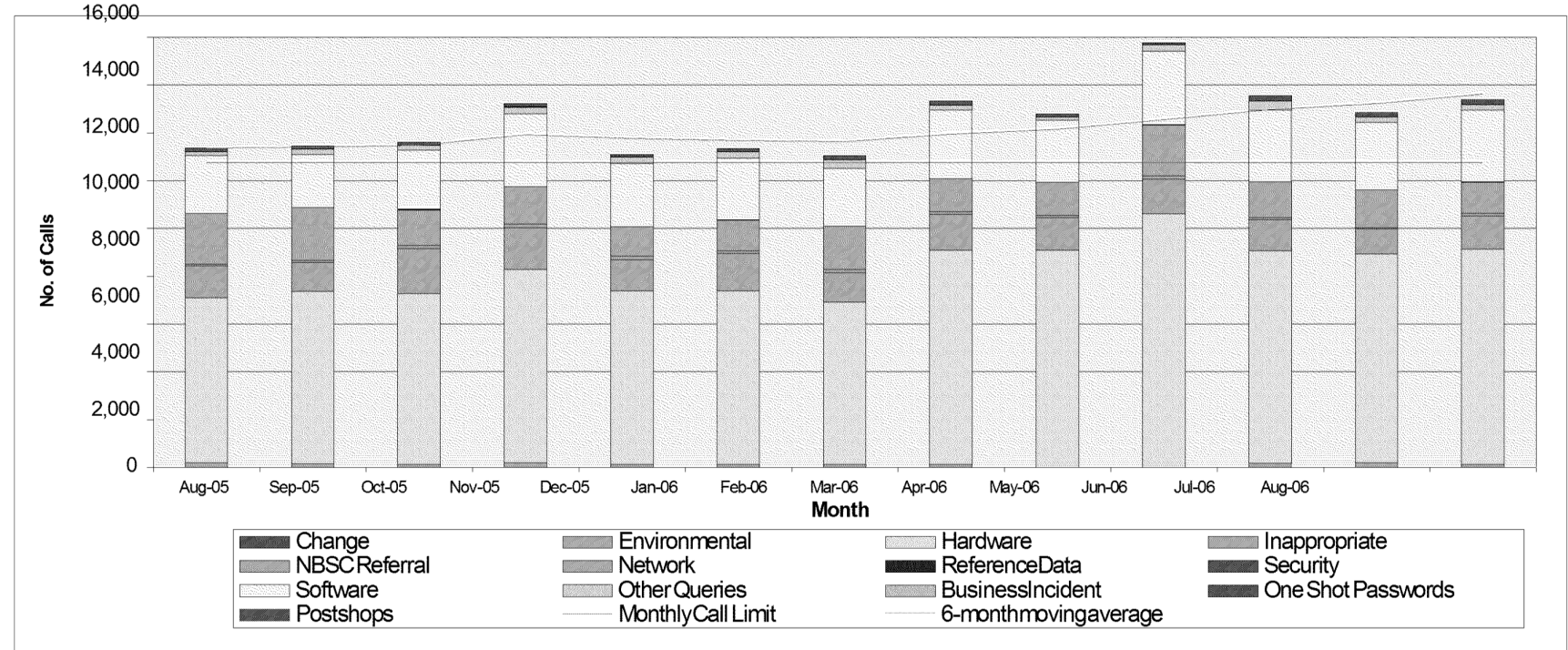
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3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES



	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
Business Incident	0	2	0	1	1	1	10	0	0			2	
Change	0	0	0	0	0	0	0	0	0	0	0	0	0
Postshops	0	0	0	0	0	0	0	0	0	0	0	0	0
Environmental	188	54	130	183	136	117	118	133			173	181	144
Hardware	6907	7240	7142	8088	7237	7272	6798	8056	9895	10609	8906	8755	8982
Inappropriate	1346	1217	1910	1743	1313	1331	1236	1489	1358	1434	1271	1032	1406
NBSC Referral	71	75	138	170	153	131	118	108	105	124	94	54	108
Network	2109	2220	1480	1565	1232	1274	1824	1408	1375	2161	1513	1563	1302
Other Queries	181	198	216	267	252	287	352	210	152	249	400	197	247
Reference Data	0	6	1	2	0	1	3	0	3	1	8	1	2
One Shot Passwords	152	156	137	137	129	134	162	170	130	89	210	177	205
Security	2407	2228	2468	3048	2652	2571	2424	2847	2594	3068	2977	2843	2987
Software													
Total Calls	13368	13463	13616	15217	13105	13342	13039	15324	14800	17764	15561	14849	15421
6-month moving average	13368	13446	13482	13916	13754	13685	13630	13941	14138	14562	14972	15223	15620
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)

	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	
Business Incident		1	0	0	10	0	0	0	0	0	2	0	0	0
Change		0	2	0	1	1	1	0	0	0	0	0	0	2
Environmental	188	154	139	183	136	117	118	133	0	0	173	181		144
Hardware	6907	7210	7112	8088	7237	7272	6798	8956	9085	10609	8906	8755		8982
Inappropriate helpdesk	1346	1217	1910	1745	1313	1551	1238	1489	1358	1454	1271	1052		1408
NBSC Referral	71	75	133	170	153	131	118	108	105	124	94	54		108
Network	2109	2220	1480	1565	1232	1274	1824	1408	1375	2161	1513	1563		1302
Other queries	181	198	216	267	252	287	352	210	152	249	400	197		247
Reference Data	0	1	21	1	0	1	0	0	0	0	1	0		3
Security	6	2	0	2	0	3	5	3	1	8	6	2		2
One Shot Passwords	152	156	137	137	129	134	162	170	130	89	220	177		205
Software	2407	2228	2468	3048	2652	2571	2424	2847	2594	3068	2977	2843		2987
Postshops												25		31
System outage calls (not included)	0	549	0	479	0	0	0	119	0	850	68	0		0
Total Calls	15568	15405	15010	15217	15165	15542	15059	15524	14800	17704	15501	14849		15421
6-month moving average	15568	15418	15432	15518	15754	15885	15898	15941	14138	14582	14972	15229		15620
Average Daily Call Rate	567	534	570	634	582	588	588	618	722	772	648	682		670
Working days per month	24	24	231%	24	231%	23	23	25	201%	23	24	231%		23

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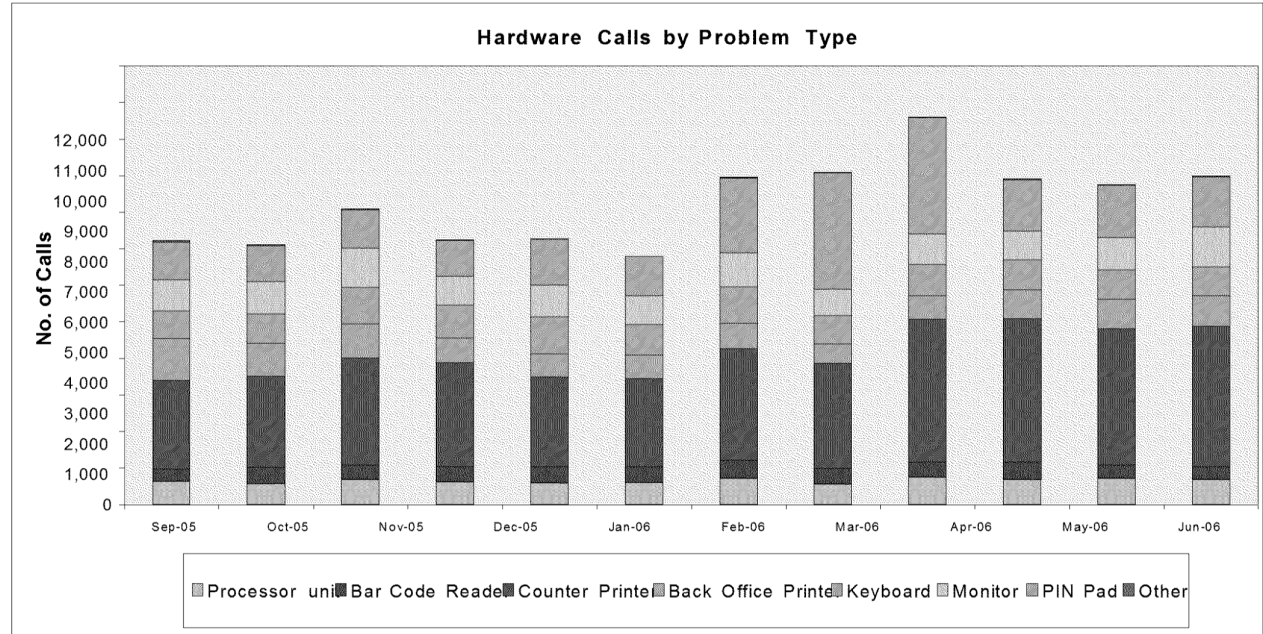
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3.2 HORIZON SERVICE DESK - LOGGED CALL PROFILES FROM LIVE BRANCHES (CONT'D)

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

Month	description of issue / system outage	date	call type	calls identified
Sep-05	From 13:19 to 14:34 and from 15:34 to 16:41. CAT 1 Switch Wigan Failure	08/09/2005	incident	132
	From 09:03 - 10:15. WAN Router 1 Wigan	27/09/2005		417
	TOTAL for SEP05			549
Oct-05	No calls have been removed this month			0
Nov-05	09:25 to 10:45 BAS Router GB_TELHS1-R1-003 Incident	07/11/2005	N&S	126
	10:43 to 11:27 Access contral change on C&W Network	14/11/2005	N&S	127
	13:33 to 17:12 BAS Router GB_WAHP03-R10-007 Incident	15/11/2005	N&S	188
	12:30 to 13:08 BAS Router GB_KEAR02-R10-001 Incident	29/11/2005	N&S	38
	TOTAL for NOV05			479
Dec-05	No calls have been removed this month			0
Jan-06	No calls have been removed this month			0
Feb-06	No Calls have ben removed this month			0
Mar-06	16:50 to 19:20 3 BBPE (BAS Broadband PE) routers at Telehouse, GB_TELHS1_R10-004, 005, 006	07/03/2006	ND01 + ND14	98
	09:32 to 10:45 Total VSAT Network loss due to loss of Hughes router at Docklands HOT SLIM1	10/03/2006	ND10 + ND14	8
	08:00 to 10:30 KMA service unavailable at start of day due to security key upgrade the previous evening.	15/03/2006	N & S	13
	TOTAL for MAR06			119
Apr-06	No calls have been removed this month			0
May-06	Major Incident CAT1 Bootle, Network Issues for branches. Exclude all Network Calls from 11:40 to 18:00. Call E-0605020722	02/05/2006	N	850
	TOTAL for MAY06			850
Jun-06	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-connected within 30 minutes.	21/06/2006	N	68
Jul-06	No calls have been removed this month			0
Aug-06	No calls have been removed this month			0

3.2.1 LOGGED CALL PROFILES – INCREASED CALL VOLUME ANALYSIS

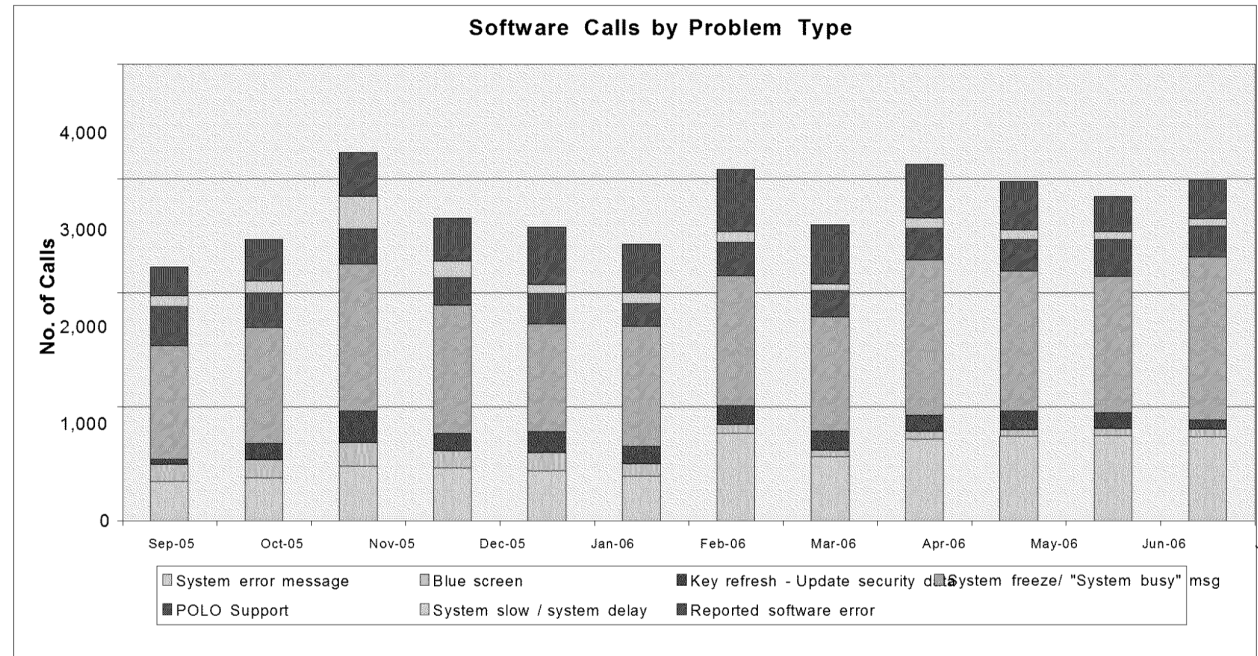


August volumes remain high and significant increases have been experienced on Monitors with Monitor power packs being a specific point of failure. Counter Printers have remained consistent with the previous 3 months

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
Processor fault	629	572	675	609	583	605	709	557	740	686	699	678
Reader fault	344	442	399	428	435	419	501	418	424	470	379	340
Counter printer fault	2426	2497	2939	2640	2474	2411	3651	2875	3698	3931	3740	3853
Back office printer fault	1133	887	931	663	628	636	699	536	649	786	785	837
Keyboard fault	746	812	988	894	1009	849	983	769	848	815	823	790
Monitor fault	863	895	1090	800	873	793	942	736	835	788	873	1094
PIN Pad fault	1041	973	1042	971	1247	1071	2050	3173	3182	1407	1434	1363
other fault	26	34	24	24	23	14	21	21	33	23	22	27
TOTAL	7216	7112	8608	7237	7272	6790	8956	8635	10609	8966	8755	8982

*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)

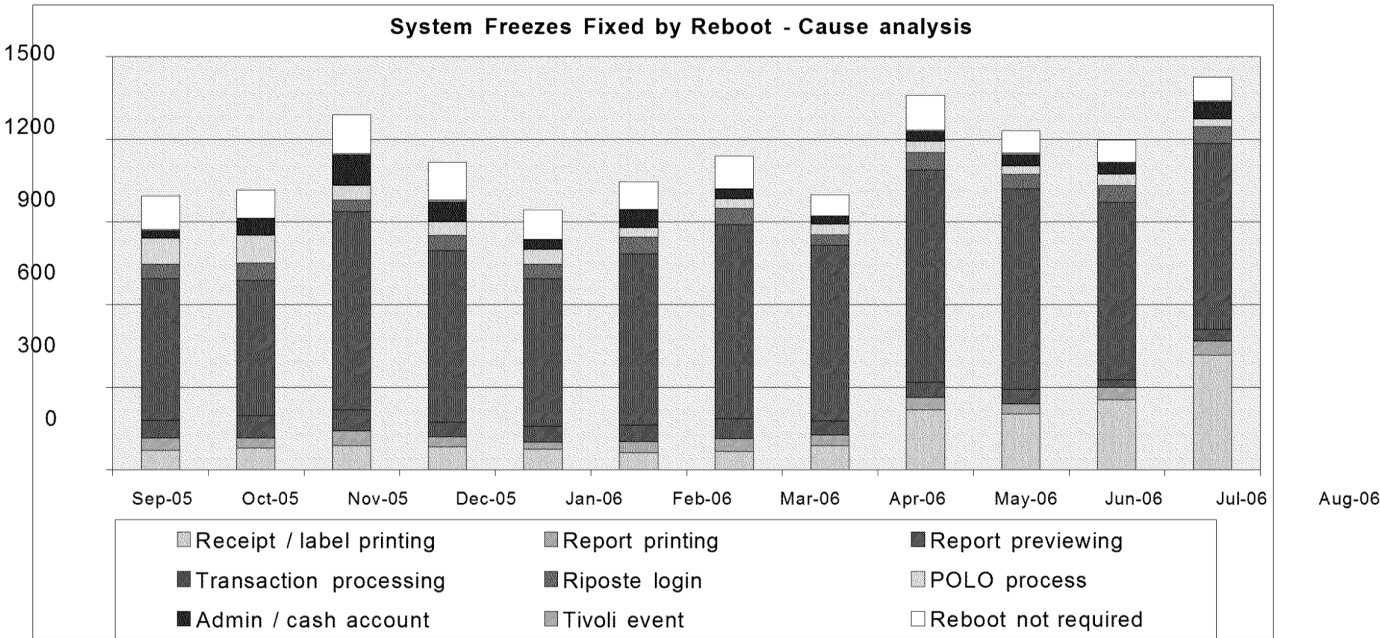


Whilst many of the software problems have remained consistent with previous months August has seen a significant increase in the amount of System Freezes. This is being investigated.

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
System error message	346	376	473	453	438	390	770	558	718	742	748	737
Blue screen	149	162	208	149	155	106	75	59	68	58	58	67
Key refresh - Update security data	46	142	275	158	190	160	162	169	145	56	139	84
System freeze/ "System busy" msg	993	1016	1289	1116	942	1047	1141	998	1358	1231	1196	1425
POLO Support	348	301	309	244	265	201	288	233	281	280	327	274
System slow / system delay	92	104	286	149	80	94	96	56	88	79	65	58
Reported software error	254	367	384	373	501	426	546	521	472	429	310	342
TOTAL	2228	2468	3227	2652	2571	2424	3078	2594	3125	2977	2843	2987

*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)



System Freezes	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
Receipt / label printing	70	79	88	82	76	63	67	89	27	204	255	417
Report printing	47	87	53	38	26	40	46	38	45	37	44	50
Report previewing	64	81	76	53	57	61	72	51	57	51	29	45
Transaction processing	542	491	721	623	535	620	705	636	769	729	643	674
Riposte login	55	63	43	57	53	61	60	39	65	52	61	60
POLO process	98	100	53	47	53	33	35	38	40	29	41	27
Admin / cash account	29	60	110	74	34	66	32	29	37	42	42	63
Tivoli event	3	2	3	5	3	3	4	1	3	6	1	3
REBOOT sub-total	873	913	1147	979	837	947	1021	923	1233	1150	1116	1339
Reboot not required	120	103	142	137	105	100	120	75	125	81	80	86
TOTAL	993	1016	1289	1116	942	1047	1141	998	1358	1231	1196	1425

*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

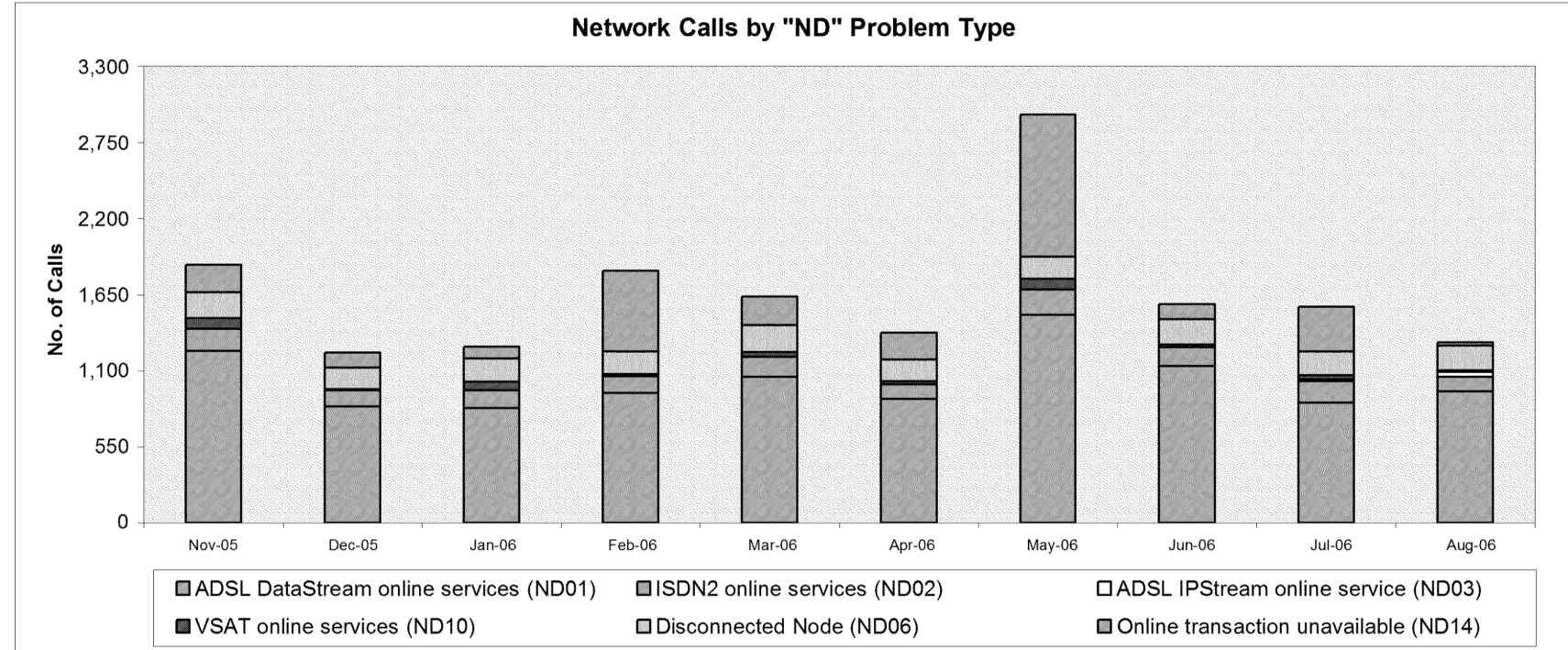
This month the HSD received a total of 1302 inbound network services calls. The call breakdowns show a very stable incident rate in the Fujitsu and the online transaction provider domains. The volume of ISDN2 faults is decreasing due to ADSL migrations.

Network banking ADSL counter authorisation times have remained consistent throughout the month which supports our testing to demonstrate that the ADSL IPStream service would be of equivalent speed to the existing ADSL DataStream service.

The MTFR on the ADSL DataStream and VSAT services continue to be erratic but with most faults on the PSTN lines there were only 21 qualifying incidents producing these results. The MTFR on the ISDN2 service increased to 16.90 hours and service improvement actions are in place.

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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



ND CALLS by Problem Type	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ADSL DataStream online services (ND01)	1243	844	828	938	1053	893	1500	1134	870	950
ISDN2 online services (ND02)	157	111	132	122	145	108	186	136	152	104
ADSL IPStream online service (ND03)								14	36	
VSAT online services (ND10)	78	11	59	16	37	22	76	17	31	12
Disconnected Node (ND06)	188	157	167	161	195	155	160	184	172	181
Online transaction unavailable (ND14)	199	109	88	587	203	197	1032	110	324	19
TOTAL	1865	1232	1274	1824	1633	1375	2954	1581	1563	1302

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3.2.2 ONLINE NETWORK SERVICES (CONT'D)

ADSL DataStream online services (ND01) - Causes	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ADSL service fault (C34)	46	39	44	28	34	42	33	21	23	46
ADSL major incident (C37)	277	20	17	22	9	15	5	5	10	18
Software error / reboot (C36)	337	324	317	373	446	372	462	330	295	302
Undetermined fault (CG4)	268	235	194	230	282	196	374	304	216	243
Subtotal	928	618	572	653	771	625	874	660	544	609
PSTN line fault (C35)	40	32	41	45	58	42	70	43	39	62
No fault found / user error (CR4)	232	178	191	207	265	197	516	335	243	244
Duplicate call or other causes.	43	16	24	33	35	29	40	96	44	35
TOTAL	1243	844	828	938	1129	893	1500	1134	870	950

ISDN2 online services (ND02) - Causes	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ISDN service fault (C31)	73	53	57	53	81	46	67	33	66	45
Major incident (C38)	0	1	0	0	0	0	2	0	0	0
Software error / reboot (C36)	17	17	24	22	23	24	51	39	23	14
Undetermined fault (CG4)	38	29	30	33	24	16	24	23	29	23
Subtotal	128	100	111	108	128	86	144	95	118	82
No fault found / user error (CR4)	13	6	16	11	11	9	26	22	22	7
Duplicate call or other causes.	16	5	5	3	11	13	16	19	12	15
TOTAL	157	111	132	122	150	108	186	136	152	104

ADSL IPStream online service (ND03) - Causes	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ADSL service fault (C34)									2	8
ADSL major incident (C37)									0	2
Software error / reboot (C36)									2	4
Undetermined fault (CG4)									7	9
Subtotal	0	0	0	0	0	0	0	0	11	23
PSTN line fault (C35)									1	3
No fault found / user error (CR4)									0	1
Duplicate call or other causes.									2	9
TOTAL	0	0	0	0	0	0	0	0	14	36

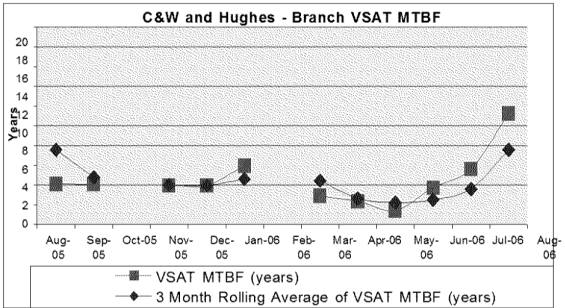
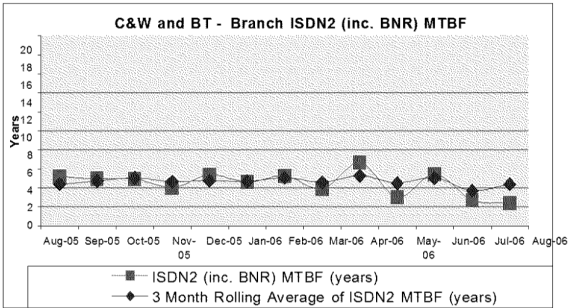
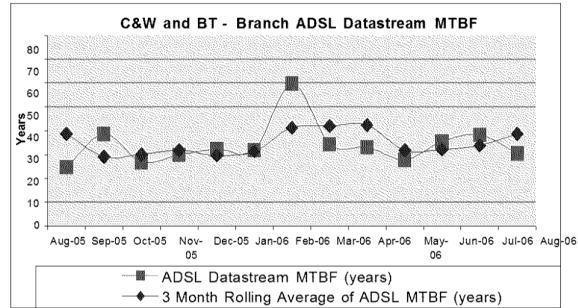
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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

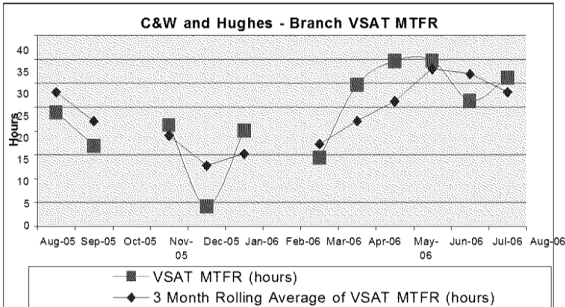
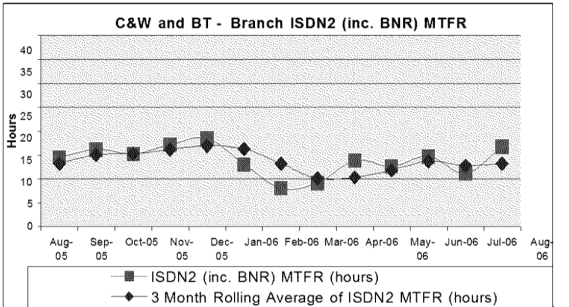
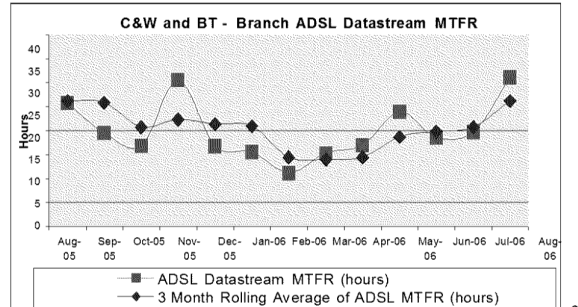
Disconnected Node (ND06) - Causes	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
LAN Fault (C32)	8	11	12	10	11	3	6	14	13	16
Software Error (C36)	50	55	51	52	60	58	61	72	61	67
Counter faulty / turned off (CB4)	29	15	14	20	21	16	22	20	18	25
Undetermined fault (CX7)	27	30	39	34	36	26	22	54	31	20
Subtotal	114	111	116	116	128	103	111	160	123	128
No fault found / user error (CR4)	74	46	51	45	67	52	49	24	48	52
Duplicate call or other causes.									1	1
TOTAL	188	157	167	161	195	155	160	184	172	181

Online transaction unavailable (ND14) - Causes	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
Software error / reboot (C36)	50	42	31	14	15	21	26	21	8	6
Online transaction Major Incident (C40)	47	23	31	541	137	144	919	11	295	0
Subtotal	97	65	62	555	152	165	945	32	303	6
No fault found / user error (CR4)	92	43	22	30	29	31	73	40	20	12
Duplicate call or other causes.	10	1	4	2	27	1	14	38	1	1
TOTAL	199	109	88	587	208	197	1032	110	324	19

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

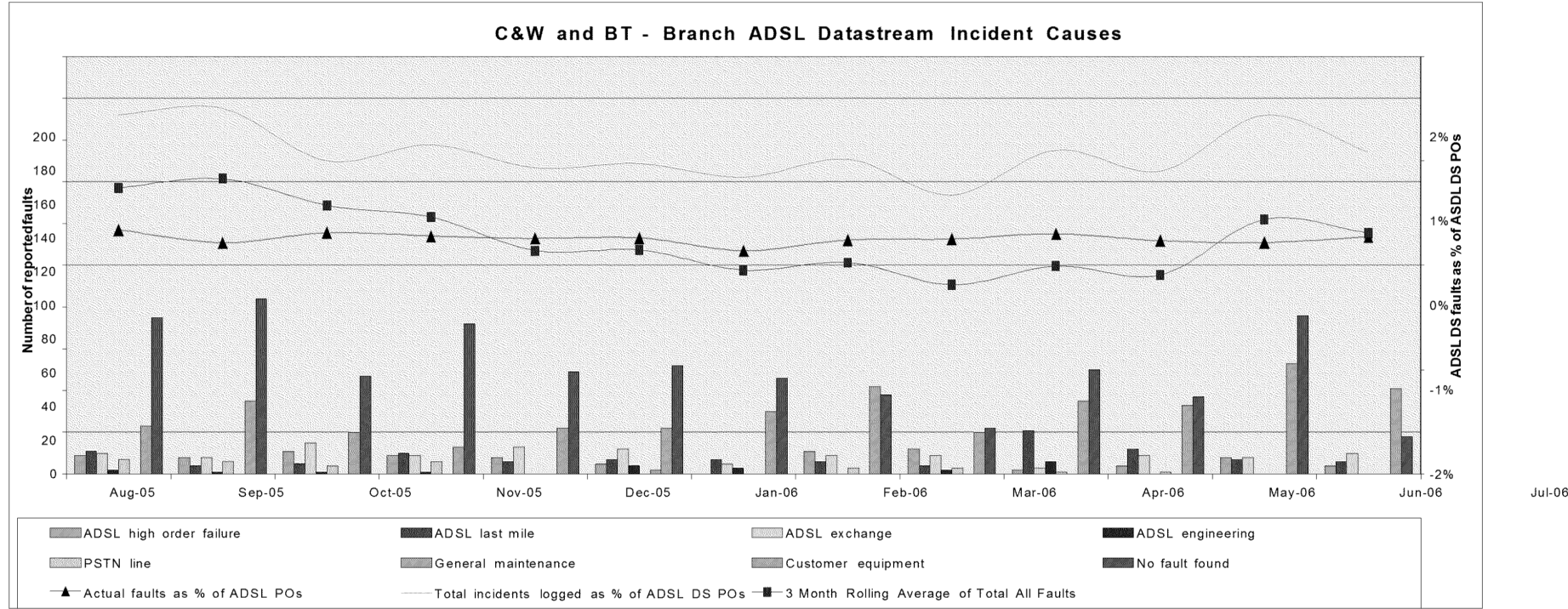


	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ADSL Datastream MTBF (years)	24.71	38.55	26.84	29.86	32.3	31.83	59.80	34.42	33.04	27.81	35.48	38.29	30.40
3 Month Rolling Average of ADSL MTBF (years)	38.70	29.00	30.03	31.75	29.67	31.33	41.31	42.01	42.42	31.76	32.11	33.86	38.70
ISDN2 (inc. BNR) MTBF (years)	5.21	4.98	4.96	4.03	5.38	4.62	5.27	5.89	6.68	3.03	5.43	2.71	2.43
3 Month Rolling Average of ISDN2 MTBF (years)	4.41	4.74	5.05	4.65	4.79	4.67	5.09	4.59	5.28	4.53	5.04	3.72	4.41
VSAT MTBF (years)	4.11	4.06		3.97	3.97	3.96		2.94	2.33	1.44	3.73	3.63	11.25
3 Month Rolling Average of VSAT MTBF (years)	7.50	4.00		4.03	3.97	4.63		4.45	2.04	2.24	2.51	3.60	7.58



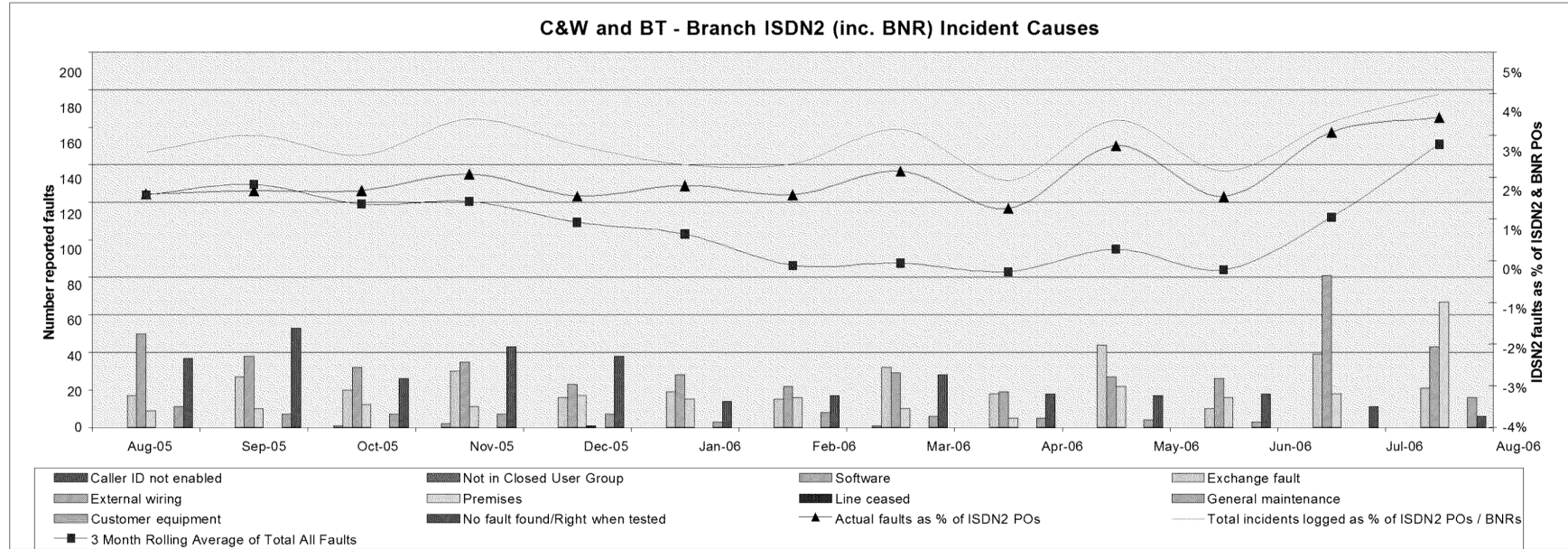
	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
ADSL Datastream MTFR (hours)	25.87	19.58	16.97	30.63	16.81	15.58	11.22	15.41	17.01	23.98	18.67	19.82	31.20
3 Month Rolling Average of ADSL MTFR (hours)	26.26	25.90	20.81	22.39	21.47	21.01	14.54	14.07	14.54	18.80	19.89	20.82	26.26
ISDN2 (inc. BNR) MTFR (hours)	14.56	16.23	15.31	17.26	18.53	13.9	8.10	9.21	13.91	12.69	14.78	11.22	16.90
3 Month Rolling Average of ISDN2 MTFR (hours)	13.35	15.14	15.37	16.27	17.04	16.34	13.28	10.17	10.41	11.94	13.79	12.89	13.35
VSAT MTFR (hours)	24.00	16.97		21.33	4.30	20.15		14.51	29.78	34.78	34.83	26.45	31.30
3 Month Rolling Average of VSAT MTFR (hours)	28.20	22.09		19.15	12.82	15.26		17.33	22.14	26.36	33.13	32.02	28.20

3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	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 high order failure	9	8	11	9	8	5	0	11	12	2	4	8
ADSL last mile	11	4	5	10	5	7	7	5	4	21	12	7
ADSL exchange	10	8	15	0	13	12	5	0	0	0	0	8
ADSL engineering	2	1	1	1	0	4	3	0	2	6	0	0
Actual faults at ADSL POs total	32	21	32	29	27	28	15	26	27	32	25	23
Actual faults as % of ADSL POs	0.34%	0.22%	0.31%	0.28%	0.26%	0.26%	0.14%	0.24%	0.25%	0.30%	0.23%	0.22%
PSTN line	7	5	7	5	0	0	0	3	3	1	1	0
General maintenance	6	6	0	0	0	2	0	0	0	0	0	0
Customer equipment	23	35	20	13	22	22	30	42	20	35	33	53
No fault found	75	84	47	72	49	52	45	38	22	50	37	76
Total All Faults	137	146	103	120	98	104	91	109	72	118	96	152
3 Month Rolling Average of Total All Faults	137	142	129	123	107	107	98	101	91	100	95	122
Total incidents logged as % of ADSL DS POs	1.44%	1.50%	1.08%	1.15%	0.94%	0.97%	0.84%	0.82%	0.67%	1.10%	0.96%	1.44%

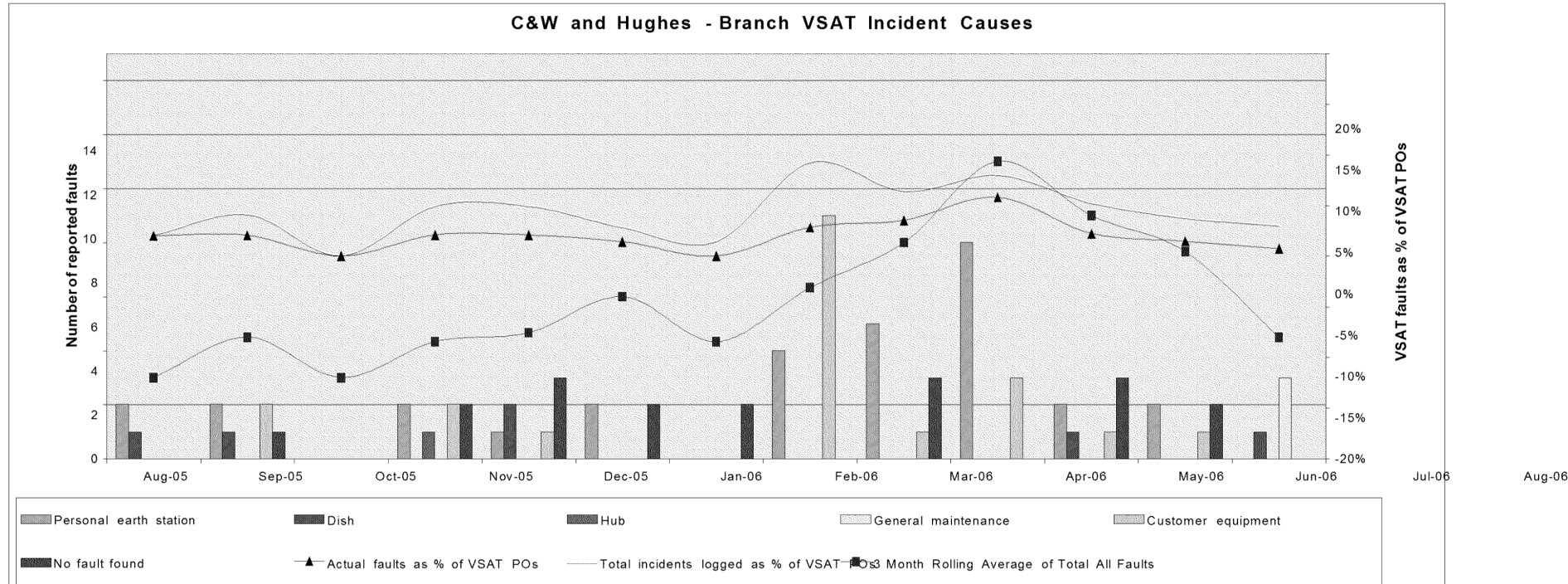
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
Caller ID not enabled	0	0	0	0	0	0	0	0	0	0	0	0	0
Not in Closed User Group	0	0	0	0	0	0	0	0	0	0	0	0	0
Software	0	0	1	2	0	0	0	1	0	0	0	0	0
Exchange fault	17	27	20	30	16	19	15	32	18	44	10	39	21
External wiring	50	38	32	35	23	28	22	28	19	27	28	81	43
Premises	9	10	12	11	17	15	16	10	5	22	16	18	67
Line ceased	0	0	0	0	1	0	0	0	0	0	0	0	0
Actual faults at ISDN2 POs total	76	75	65	76	57	62	53	72	42	93	52	136	131
Actual faults as % of ISDN2 POs	1.00%	1.07%	1.00%	2.07%	1.55%	1.00%	1.56%	2.14%	1.25%	2.35%	1.50%	3.60%	3.43%
General maintenance	0	0	0	0	0	0	0	9	0	9	0	0	0
Customer equipment	11	7	7	7	7	3	8	6	5	4	3	0	16
No fault found/Right when tested	37	53	26	43	38	14	17	28	18	17	18	11	6
Total All Faults	124	135	98	128	102	79	78	106	65	114	73	149	153
3 Month Rolling Average of Total All Faults	124	130	119	120	109	103	86	88	88	95	84	112	151
Total incidents logged as % of ISDN2 POs / BNRs	2.61%	3.01%	2.54%	3.40%	2.77%	2.30%	2.33%	3.15%	1.98%	3.37%	2.15%	3.32%	4.01%

Note: ISDN2 incidents on Backup Network Resilience (BNR) branches included from Jul-06 onwards.

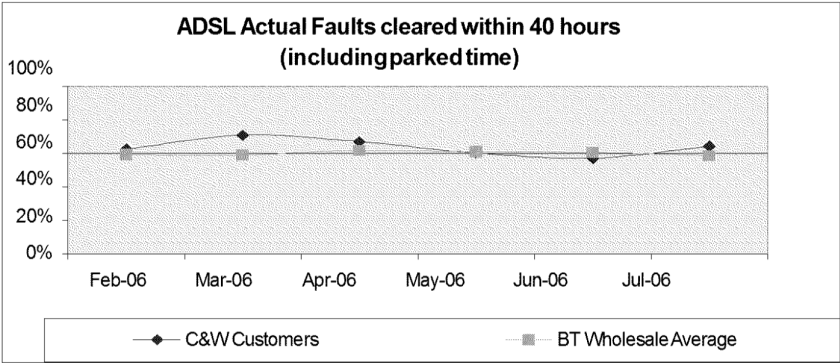
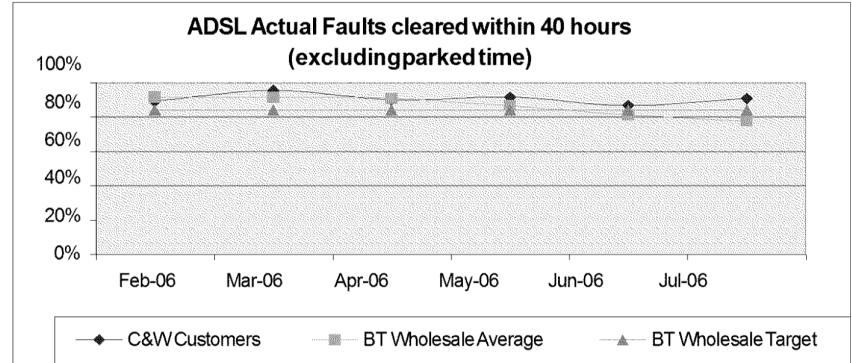
3.2.2 ONLINE NETWORK SERVICES (CONT'D)



	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
Personal earth station	2	2	0	2	1	2	0	4	5	8	2	2
Dish	1	1	0	0	2	0	0	0	0	0	1	0
Hub	0	0	0	1	0	0	0	0	0	0	0	0
Actual faults at VSAT POs total	3	3	0	3	3	2	0	4	5	8	3	2
Actual faults as % of VSAT POs	2.03%	2.04%	0.00%	2.10%	2.10%	1.40%	0.00%	2.84%	3.55%	5.80%	2.22%	1.48%
General maintenance	0	0	0	0	0	0	0	0	0	0	0	0
Customer equipment	0	2	0	2	1	0	0	9	1	3	1	1
No fault found	0	1	0	2	9	2	2	6	9	0	9	2
Total All Faults	3	6	0	7	7	4	2	13	9	11	7	5
3 Month Rolling Average of Total All Faults	3	5	3	4	5	6	4	6	8	11	9	8
Total incidents logged as % of VSAT POs	2.03%	4.08%	0.00%	4.90%	4.90%	2.80%	1.42%	9.22%	6.38%	7.97%	5.19%	3.70%

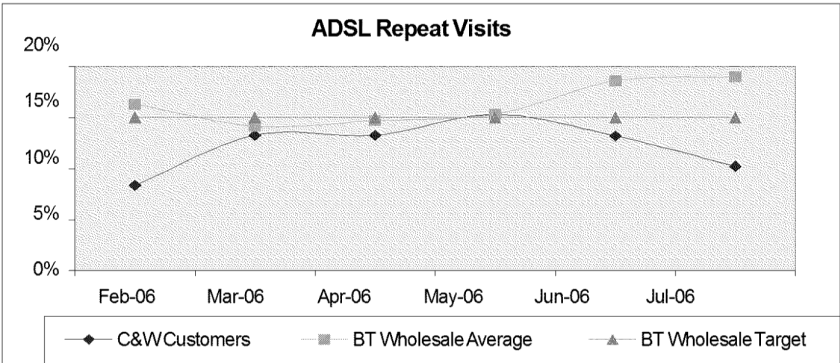
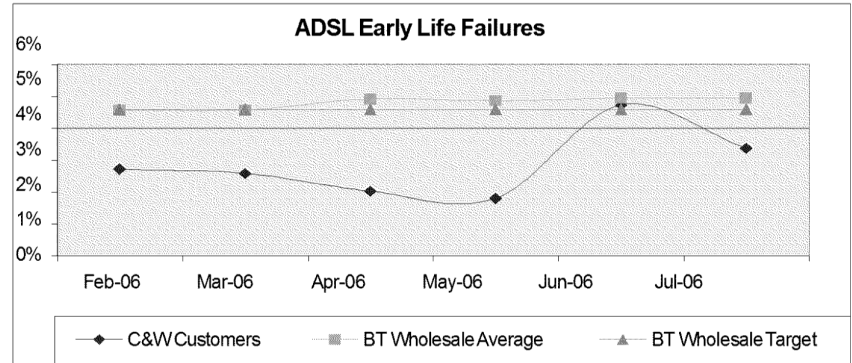
3.2.2 ONLINE NETWORK SERVICES (CONT'D)

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.



	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
C&W Customers	89.13%	95.54%	90.08%	91.50%	86.56%	90.75%
BT Wholesale Average	91.76%	91.59%	90.90%	86.53%	81.38%	77.77%
BT Wholesale Target	84%	84%	84%	84%	84%	84%

	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
C&W Customers	62.50%	70.79%	66.94%	60.13%	56.99%	64.16%
BT Wholesale Average	59.35%	59.00%	61.89%	61.10%	60.55%	58.51%
BT Wholesale Target	None	None	None	None	None	None



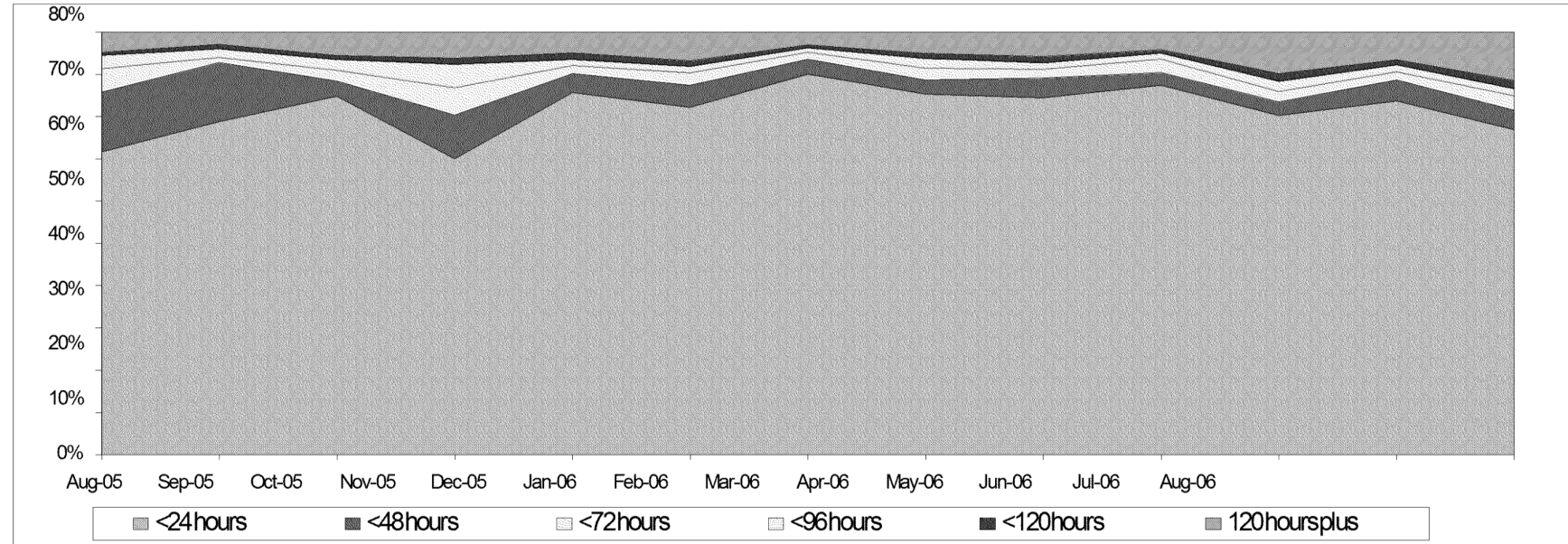
	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
C&W Customers	2.72%	2.58%	2.03%	1.80%	4.73%	3.37%
BT Wholesale Average	4.57%	4.58%	4.92%	4.87%	4.95%	4.95%
BT Wholesale Target	4.60%	4.60%	4.60%	4.60%	4.60%	4.60%

	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06
C&W Customers	8.33%	13.26%	13.26%	15.29%	13.19%	10.22%
BT Wholesale Average	16.31%	14.15%	14.70%	15.31%	18.57%	18.99%
BT Wholesale Target	15%	15%	15%	15%	15%	15%

3.2.2 ONLINE NETWORK SERVICES (CONT'D)

100%
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		
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	1110	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%	73	6.9%	1107		
Feb-06	1490	84.4%	97	4.9%	26	1.3%	17	0.8%	18	0.9%	71	3.4%	1769		
Mar-06	2208	85.2%	48	3.4%	40	2.3%	30	2.2%	17	0.8%	173	5.1%	2616		
Jun-06	1118	80.1%	47	3.4%	34	2.4%	33	2.4%	26	1.9%	133	9.9%	1391		
Aug-06	862	86.6%	50	4.6%	28	3.3%	49	1.0%	22	2.0%	123	10.6%	1391		

Fujitsu Services

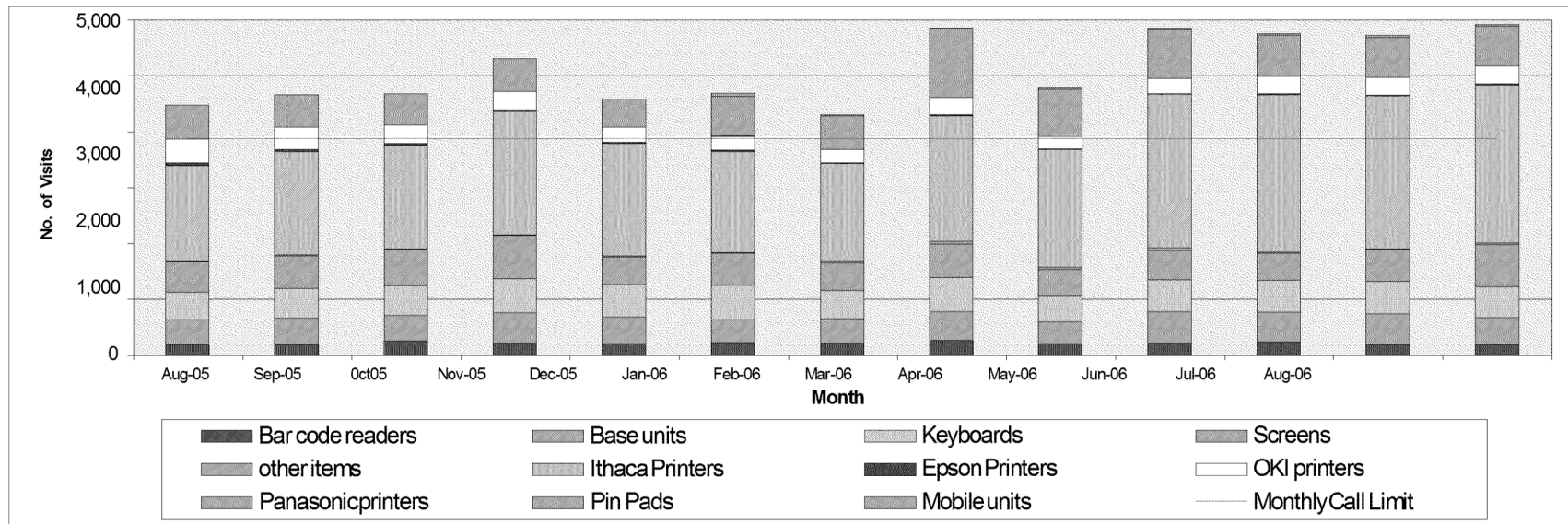
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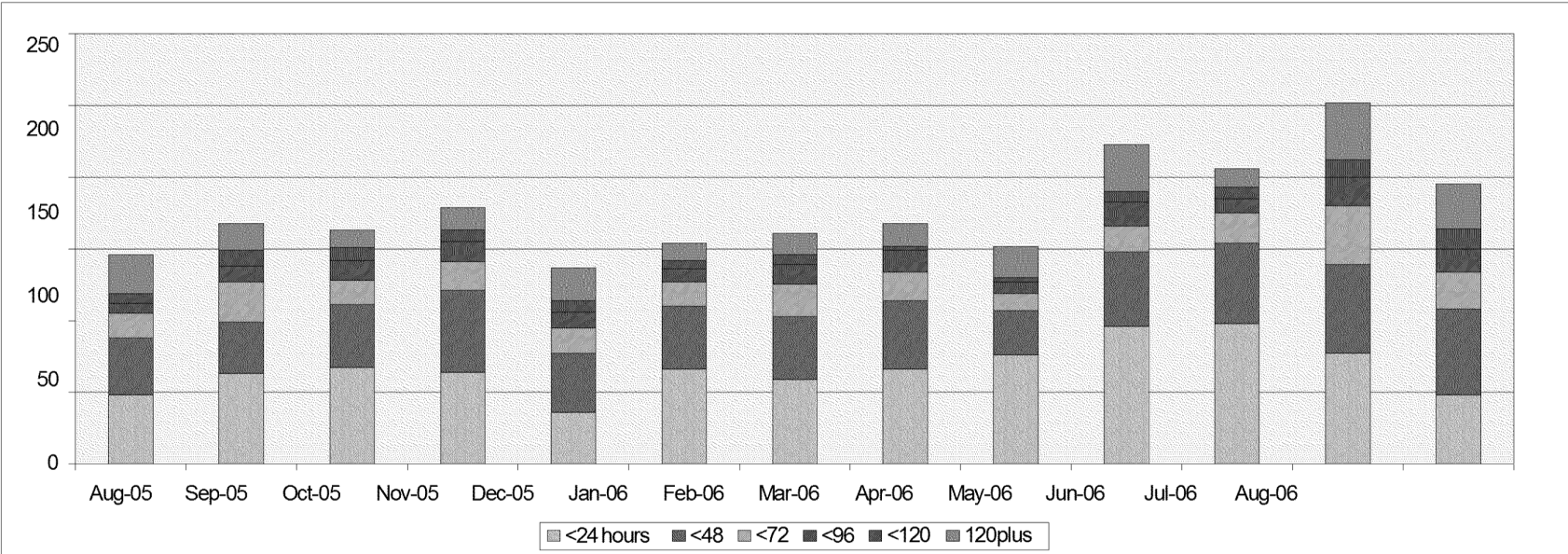
Version: 1.0

3.3.1 ENGINEER ON - BRANCH VISITS



	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06		
Bar code readers	180	181	252	215	208	223	217	268	201	215	236	185	185		
Base units	453	481	460	540	473	412	435	509	393	534	540	558	490		
Mobile units						54	21	9	21	7	32	41	20		
Keyboards	498	528	532	612	580	615	504	614	473	568	563	573	546		
Ithaca Printers	1700	1849	1862	2207	2017	1814	1752	2254	2109	2156	2825	2735	2827		
Epson printers	52	44	28	27	14	24	11	15	11	11	13	16	19		
OKI printers	427	396	325	334	268	250	236	314	224	279	314	316	322		
Panasonic printers	0	3	4	1	1	1	5	1	1	1	3	1	2		
Pin Pads	613	581	560	589	505	712	600	1226	844	870	734	720	712		
Screens	544	584	641	771	505	569	494	596	464	527	487	570	757		
othe items	15	21	16	17	13	18	33	49	41	43	15	19	33		
TOTAL	4482	4668	4680	5313	4584	4692	4308	5855	4782	5851	5762	5734	5921		
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875		
Epson to OKI exchanges	65	40	24	18	30	16	14	12	12	12	12	9	7		
Average Daily Visit Rate	187	195	199	221	204	204	196	234	203	254	240	244	257		

3.3.2 GATEWAY REPLACEMENTS



Elapsed Time of call in	<24 hours		<48		<72		<96		<120		120plus		Total
Aug-05	48	32.9%	40	27.4%	17	11.6%	7	4.8%	7	4.8%	27	18.5%	146
Sep-05	63	37.5%	36	21.4%	28	16.7%	11	6.5%	11	6.5%	19	11.3%	163
Oct-05	67	41.1%	44	27.0%	17	10.4%	14	8.6%	9	5.5%	12	7.4%	163
Nov-05	64	35.8%	57	31.8%	20	11.2%	14	7.8%	8	4.5%	16	8.9%	179
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	16.8%	137
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	7.8%	154
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	9.3%	161
Mar-06	66	39.3%	48	28.6%	20	11.9%	15	8.9%	3	1.8%	16	9.5%	163
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%	26	10.2%	16	4.9%	14	3.9%	33	16.9%	205
Jul-06	77	30.6%	62	24.6%	41	16.3%	20	7.9%	12	4.8%	40	15.9%	252

4 AUGUST 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	4	Monitor	4

4.1.1 SUMMARY

- As at 31.08.06 there were 6 open problems, of which 0 are Problem Branches.
- No new problems were opened in August

4.2 PROBLEM MANAGEMENT CROSS DOMAIN PROBLEMS – ON ALERT

There are no cross domain problems on alert for August.

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.

4.2 KEY CROSS DOMAIN PROBLEM UPDATE Cont'd

FS Problem Number	Title	FS POST MASTER	POL POST MASTER	Latest Update	Business Impact	Root Cause	RAG
POST MASTER0000678	EPAY Exceptions, arising from System/Network issues on 9th June and 27th June	Mike Stewart	David Wright	Call placed onto Monitor until I chase up Davids replacement in the POL POST MASTER team as to where EPAY are with progressing this file delivery.	H	1	3
POST MASTER0000673	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
POST MASTER0000659	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
POST MASTER0000694	Large numbers of Timeouts experienced on A and L	Mike Woolgar	Kimberley Yip	An update required from Kim, when A&L have completed and possible closure before she leaves 22/9.	M	3	2
POST MASTER0000695	A&L Deposits are NOT in the A&L Accounts when Monies Paid in at POs.	Mike Stewart	Kimberley Yip	I will be seeking a closure from Kim when she returns from leave although she is leaving her role with POL by the 22nd. Need an update that Kim has spoken to Sue Lincoln and whether there is any further action re any possible fraud issues or just POST MASTER error on the day.	M	2	2
POST MASTER0000691	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.	L	1	1

5 SCORECARD ACTION PLAN – from August 2006

Service	Post Office Ltd suggestions for improvement from previous scorecard	Fujitsu Services Response
Business Continuity Tony Wicks	Issues: None. Comments: No issues or concerns to report for July [TV].	I feel disappointed with the BC score, when compared against the other POA scores, as on the 2 nd of August I attended and participated in a Post Office Limited internal Major Incident workshop at Dearne House. This was in addition to my POA Business Continuity BAU activities for the scored period.
Release Management Graham Welsh	Issues: None. Comments: No real comment to make as the past month has been fairly quiet on the Release Implementation side [MR].	No Comments
Management Information Dave Chapost masteran	Issues: None. Comments: All reports and requests produced on time and no other issues to report for July [AJ].	No Comments
Data File Delivery & Reconciliation Kirsty Walmsley	Issues: None. Comments: All Client transaction files were delivered within OLA targets during July. The NS&I Client file was delivered late on 09/07/06, but this was due to NS & I accidentally switching off their Gateway [DT].	As stated the only late file (NS&I) was due to issues outside the Fujitsu domain.
Operational Business Change: Reference data David Wilcox	Issues: None. Comments: Good working relationship - no issues to report for July [AC].	No Comments
Operational Business Change: Branch Ian Venables	Issues: To achieve the next mark (we are sure that Fujitsu will score higher than this next month) Fujitsu will need to achieve the monthly Secondary 4% OLA Target and the overall 5% OLA Target. Some more detail is required in the OBC Branch Statistics on Fujitsu-related failures, in order to pre-empt Post Office Ltd questions/queries. Tightening-up is needed to eliminate "avoidable" failures, such as ensuring that the correct data is keyed into OCMS in a timely manner [DA]. Comments: Fujitsu's performance against all OBC Branch OLA Targets dipped sharply in July. All targets were failed. Fujitsu had an 8.70% failure rate against their primary 4% OBC Branch OLA Target (excluding Closures); a 6.02% failure rate against the 5% OLA	Further detail is supplied on the weekly stats where appropriate. Failures due to ADSL request for service dates not being met have been addressed and all outstanding orders for ADSL Datastream have been superseded and delivered using IPStream.

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	Target (including BT Line Plant Work) and a 6.02% failure rate against the 4% OLA Target (excluding BT Line Plant) i.e. there were no failures due to BT Line Plant during July. Fujitsu Services regards the July result as a "blip" and is confident about achieving the OLA Targets in August. Please note that by mutual agreement, the performance criteria enabling Fujitsu Services to score a "5" or a "4" have been modified. Post Office Ltd remains 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 did a good job in streamlining the OBC Branch Service Descriptions document, which has been reviewed by Post Office Ltd and which Fujitsu is currently modifying for final review and sign-off. The OBC Branch "partnership"	
HSD Paul Gardner/John Casey	Issues: Contact Centre live service team to be telephoned / alerted in a timely manner in the event of increased call volumes and/or IVR messaging invocation. Comments: HSD have experienced two separate telephony outages over the past month. Contact Centre live service team not alerted in a timely manner during peak call volumes and/or the invocation of IVR messaging [AB].	New Mitel Commander telephony system had two outages due to network issues. A "Multi-Node" solution is due to be implemented in the near future to add resilience. NBSC have been voiced every time an IVR message is requested. To assist with peak call volumes, new part time agents are currently being trained.
Branch Services Ian Mills	Issues: None. Comments: A difficult month with the impact that the weather had upon communications and issues regarding engineering, however lots of hard work on the FS side regarding the proactive incident and problem management [NW].	All comments and issues discussed at the Branch Services ORF, actions taken by Ian Mills to address.
Engineering Ian Venables/Rachel Bull	Issues: Improvement in Service Level performance and progress seen against actions put in place re printer calls. Comments: Issues in July with engineer call out times has resulted in a lower score this month. Although FS do have a plan in place to address this. Incident Management: Obvious focus on the management and escalation of incidents, however some issues around the provision & meeting of engineer arrival times. On occasions, POL have had to chase for an update, rather this being provided proactively. User documentation requires updating [NW].	An increase of 10 engineers into the flexible resourcing model used by Touch Logistics is allowing them to steadily increase their conformance although and further work is required to ensure a return to the 95% conformance levels
Security Brian Pinder	Issues: None Comments: No issues or concerns this month. Everything seems to be progressing	We are investigating how we might improve our scores or be measured more effectively to achieve a higher score.

	smoothly [AS].	
SAP/POLFS Kirsty Walmsley	Issues: Complete work POL has requested that will improve understanding of data load definitions and responsibilities. Continue to work with POL and Prism to improve data load performance issues especially around 629400, 405 and RIS jobs. Identify and provide additional analysis for inclusion in future service review books while continuing to supply in a timely manner. Develop a simple way we can monitor performance against incident closure targets so incident analysis and management becomes more visible and therefore can be improved [DJ]. Comments: All SLA's achieved except a number of data loads that failed target the reasons for which are well known. A couple of transactions also failed their performance targets but these are dependent on the criteria that users set so are not suitable for performance monitoring. Stats for July service review book met requirements and were supplied in a timely manner. Even though it was Kirsty's first time at producing them there were no errors and no additional information was requested. Majority of incidents closed in advance of requirements as far as we can tell with only a few held open to the next month. Additional incident analysis by call type requested at July ORF. No major incidents in Fujitsu's domain in July.	Additional information requested has now been provided. Work around 629400, 405 and RIS jobs is ongoing and actions are in place. Breakdown of incidents has been provided; we now need to discuss how to use this to monitor performance.
Service Improvement All	Issues: More momentum regarding the activities on the CSIP register, regular updates to the register and shared across businesses [NW]. The CSIP needs to be updated and ready for discussion at every OBC BORF. Fujitsu need to quickly confirm unequivocally what the impacts on OBC Branch will be during 20 - 22 October (S80 - S92 "Spare"). At the OBC BORF on 16 August Fujitsu advised that there would be no freeze on OBC Branch change, documentation currently out for review suggests otherwise [DA]. Comments: There has been some movement, although still a little slow [NW]. Post Office Ltd remains 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 [DA].	Noted, the OBC CSIP is now sent out to BORF members ahead of the monthly review
Communication All	Issues: Increased contribution to weekly updates, ORF's and adhoc forums [DJ]. Flow of Daily Reports (has been addressed) and generally keeping SEPT updated on "everything" [DA]. Comments: Roles and responsibilities for POL FS recently clarified and weekly update calls now in place [DJ].	No comments
Working Together All	Issues: Visible willingness to work with all parties involved with POL FS to resolve issues and problems and identify service improvements [DJ].	No Comments

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	Comments: Roles and responsibilities for POL FS recently clarified. Trying to set up sessions for Kirsty to spend time with POL FS customers [DJ].	
Respect and Commitment All	Issues: None. Comments: No issues.	No comments

6 AUGUST REVIEW OF RELEASE MANAGEMENT

HIGH LEVEL TIMETABLE

RELEASE	CONTENT/COMMENTS
S92	S92 Spare S92 Spare Live Proving at Calthorpe House 07/09/06 Replenishment of stock 11/09/06 - 20/10/06 OBC Freeze to retire S80 spare 20/10/06 - 22/10/06
T10 Increment 2 Part 2	Data centre changes 03/06/06 - 04/06/06 Counter committed to Calthorpe for Monday 05/06/06 Counter pilot - 06/06/06 Rollout commenced - 08/06/06 Reference data activation scheduled for 17/08/06 T10 Functionality: CP4173 (CT 466) A&L Reconciliation Changes. Please note that this is still awaiting A&L authorisation for activation.
IP Stream	Phase 1 of the IPstream Migration has proved to be a success with 3337 branches migrating from ADSL to IPstream and 1256 migrating from ISDN to IPstream. The Phase 1 “tail” management will be completed by 30 th September with any remaining ISDN to IPstream branches transferring into Phase 2 of this project. Work has begun on the planning of Phase 2 which is due to commence around October this year.
T20	T20 window 01/07/06 - 30/09/06 <u>T20 Functionality with activation dates:</u> CP4136 (CT 423) Printing Retailer Logos on Gift Vouchers - activation 16/10/06 CP4137 (CT 422) Smartpost Pricing in Proportion - activation 21/08/06

	CP4153 (CT 439) Rejected Postage Label Reporting - activation 16/10/06 CP4168 (CT 456) Cut off facility for the Office Weekly Postage Labels Report - activation 16/10/06 CP4169 (CT 453) Add Date Range for Daily Rem reports - activation 16/10/06 CP4185 (CT 474) Allow today's date to be used in selecting the date range on the Office Weekly Sales Report - activation 16/10/06 CP4189 (CT 473) Channel Based Pricing of T&T Bulk Mail - activation 16/10/06 CP4202 (CT 480) Smart Post Receipt Changes - activation 16/10/06 CP4206 (CT 489 & 499)- NS&I Warrant Encashment Automation - APOP - activation 16/10/06 CP4212 (CT 494) New AP-ADC Data Type Stack Look Up - activation 16/10/06 <u>Other CPs within T20:</u> CP4194 (CT477) Continued provision of A&L & NSI 'PDR events' files on regular basis (2nd extension) CP4213 (CT490) Addition of BFPO items to the Pricing in Proportion Functionality CP4218 (CT493) Missing transaction data CP4219 (CT500) T20 Release CP4227 (CT504) Design Consultancy for MoneyGram Automation Project CP4231 (CT505) PostShop Receipt Template CP4236 (CT514a) Suppress XML for DVLA CP4237 (CT508a) Cessation of BBC AP Interfaces CP4239 (CT516) Further Design Consultancy for MoneyGram Automation Project CP4242 (CT515) Gift Voucher Shop – Card transactions CP4244 (CT513) Implement ePortal connectivity to POL-FS PLE/PLQ CP4247 (CT517) Generic Branch Receipt Template CP4248 (CT524) Feasibility Study into PIN Change via LiNK CP4249 (CT520) Gift Voucher Shop Receipt Templates CP4251 (CT525) Including figures for cash in pouches in Flexible Planning input CP4253 (CT534) Euro Dollar 4 Line Bureau Rate Boards CP4255 (CT530) Travellers Cheques Receipt Templates CP4264 (CT543) Additional NS&I Testing
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7.1 HORIZON SERVICE DESK

7.1.1 TELEPHONY

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
H1.1	80%		Horizon Service Desk													
			Calls answered within 30 seconds	88.5	87.2	92.9	86.5	94.9	95.1	88.5	89.7	90.6	74.8	86.1	84.7	82.5
					88.3		Q4		91.1		Q1		91.0		Q2	
H1.2	<5.0 secs		Call to Answer Time <5.0 seconds	4.4	4.3	4.6	4.8	4.5	4.3	4.1	4.0	4.0	3.9	8.7	16.2	4.8
					4.3		Q4		4.6		Q1		4.1		Q2	
														5.5		Q3
H1.3	<5%		Calls not answered	4.3	4.8	1.6	4.8	1.2	0.7	2.9	3.7	2.1	10.6	2.2	2.1	2.8
					4.1		Q4		2.7		Q1		2.5		Q2	
														5.6		Q3
H3.3	100%		Voicemail available outside HSD standard hours	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					100.0		Q4		100.0		Q1		100.0		Q2	
														100.0		Q3
H3.4	100%		Voicemail calls raised next working day	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
					100.0		Q4		100.0		Q1		100.0		Q2	
														100.0		Q3

REVIEW OF TELEPHONY SLT ACHIEVEMENT

All SLTs within Target. Please note that the “Call to Answer report” has now been modified to report as previously - calculating the average time it takes agents to answer the call, once the call is routed to the phone – equating to how long the phone is ringing.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.1.2 CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
H2.1	95%		Horizon Service Desk													
			Level 1 Calls resolved within 5 mins	95.7	97.6	98.4	98.3	98.1	98.9	99.0	98.3	98.8	98.8	99.7	99.4	99.0
					97.0	Q4		98.3	Q1		98.7	Q2		99.1	Q3	
H2.2	<3mins		Average Time to resolve Level 1 calls	02:33	02:22	02:07	02:11	02:11	02:11	02:03	02:14	02:10	02:04	01:54	02:09	02:06
					02:23	Q4		02:10	Q1		02:10	Q2		2:02	Q3	
H3.2	<10mins		Average Time to resolve all Level 2 Calls <10 minutes	06:20	04:46	06:17	05:32	03:55	04:56	05:29	05:02	04:46	04:23	04:25	05:01	04:18
					05:02	Q4		05:16	Q1		05:10	Q2		04:30	Q3	
H3.1	95%		Level 2 Calls resolved within 30 mins	99.3	100.0	100.0	99.3	99.5	100.0	98.7	98.2	100.0	100.0	99.5	100.0	100.0
					99.5	Q4		99.5	Q1		98.9	Q2		99.8	Q3	
H4.1	<1.0		Reboot Incidents													
			HSD Authorised Reboot Incidents per Counter Position	0.31	0.31	0.29	0.30	0.29	0.30	0.30	0.31	0.32	0.34	0.37	0.36	0.37
					N/A	Q4		N/A	Q1		N/A	Q2		N/A	Q3	

REVIEW OF CALL TO RESOLUTION LEVEL 1 & 2 & REBOOTS

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

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%		Call to Resolution (Local)													
			Hardware/Network Priority A - 4 hours Non-Remedial	95.4	96.9	95.3	95.9	95.6	95.0	93.8	95.1	95.8	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	89.6	97.0	95.8	97.6	95.9		
				Q3		95.6	94		94.6	Q1		94.3	Q2			Q3
			Hardware/Network Priority C - 12 hours Non-Remedial											87.0		91.2
E1.2	95%		Call to Resolution (Intermediate)											Q2	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	10		
				Q3		100.0		Q4	98.6		Q1	100.0		Q2	1	Q3
			Call to Resolution (Remote)													
E1.3	95%		Hardware/Network Priority A - 8 hours Non-Remedial						97.6		Q1	98.2		Q2	1	Q3
				Q3		100.0		Q4								
			Hardware/Network Priority B - 12 hours Non-Remedial		98.9			97.0		93.9	98.4		0	10		
E2.3	95%			Q3		97.6		Q4	97.6		Q1			Q2		Q3
			Hardware/Network Priority C - 12 hours Non-Remedial										2	82.5	87.6	92.3
															87.2	Q3
E4.1	50.01%		Engineer Visits													
			20 minute On-site Repair	49.2								Q2	49.4	5		
				Q3				Q4		Q1						Q3
E3.1	24.50		Average Downtime (Time to Repair)													
			Call to Fix	27.7	26.3	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

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.3 DATA DELIVERY SERVICES

7.3.1 INBOUND

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
DI4.1	96%		RDMC Reference Data													
			Data Delivery - Day B	99.70	99.58	99.62	99.54	99.83	99.61	99.48	99.70	99.70	99.61	99.66	99.61	99.55
					99.10	Q4		99.64	Q1		99.5	Q2		99.7	Q3	
DI4.2	97%		Data Delivery - Day C	99.78	99.73	99.71	99.70	99.88	99.78	99.60	99.76	99.80	99.67	99.78	99.67	99.72
					99.68	Q4		99.74	Q1		99.7	Q2		99.8	Q3	
DI4.3	98%		Data Delivery - Day D	99.82	99.78	99.79	99.78	99.91	99.82	99.70	99.82	99.90	99.77	99.83	99.75	99.80
					99.74	Q4		99.81			99.7	Q2		99.8	Q3	
DI4.4	100%		Data Delivery - Day J	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99
					100.00	Q4		100.00	Q1		100.00	Q2		100.0	Q3	
Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug05
	90%		Transctions Corrections File Delivery													
			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	98.76
						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	99.86
						Q4		99.85	Q1		99.8	Q2		99.8	Q3	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.3.2 APS - GENERIC

Ref	SLT		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
DI3.1	96%	Inbound APS													
		Data Delivery - Day B	99.63	99.62	99.61	99.60	99.74	99.96	99.59	99.68	99.70	99.58	99.69	99.65	99.61
				98.59	Q4		99.63	Q1		99.6	Q2		99.7	Q3	
DI3.2	97%	Data Delivery - Day C	99.76	99.74	99.74	99.73	99.83	99.80	99.73	99.79	99.80	99.72	99.79	99.75	99.76
				99.67	Q4		99.75	Q1		99.7	Q2		99.8	Q3	
DI3.3	98%	Data Delivery - Day D	99.82	99.81	99.81	99.80	99.90	99.87	99.79	99.84	99.90	99.79	99.84	99.82	99.83
				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	99.99
				100.00	Q4		100.00	Q1		100.00	Q2		100.0	Q3	
DO1.1	96.5%	Outbound APS													
		Data Delivery - Day B	99.01	99.83	99.35	99.82	99.81	99.78	99.88	99.89	99.80	96.25	99.83	99.78	99.78
				99.36	Q4		99.66	Q1		99.9	Q2		98.6	Q3	
DO1.2	97.5%	Data Delivery - Day C	99.94	99.94	99.65	99.93	99.89	99.93	99.96	99.95	99.90	99.91	99.92	99.93	99.90
				99.93	Q4		99.82	Q1		99.9	Q2		99.9	Q3	
DO1.3	98.5%	Data Delivery - Day D	99.97	99.98	99.97	99.97	99.93	99.96	99.98	99.98	99.90	99.95	99.96	99.97	99.95
				99.97	Q4		99.96	Q1		100.0	Q2		99.9	Q3	
DO1.4	100%	Data Delivery - Day J	100.00	99.99	99.99	100.00	99.99	100.00	100.00	99.99	99.99	99.99	100.00	100.00	99.99
				99.99	Q4		99.99	Q1		99.99	Q2		100.0	Q3	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.3.3 OUTBOUND

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
			TPS Transaction Data File Delivery to MIS													
D02.1	96%		File Delivery - Day B	97.4	99.1	99.2	99.0	99.2	99.2	99.4	99.3	99.2	92.7	98.8	98.9	99.0
					98.6			99.1	Q1		99.3	Q2		96.9	Q3	
D02.2	97%		File Delivery - Day C	99.8	99.8	99.8	99.7	99.8	99.8	99.8	99.8	99.8	99.8	99.8	99.7	99.7
					99.8			99.8	Q1		99.8	Q2		99.8	Q3	
D02.3	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	99.8
					99.9			99.9	Q1		99.9	Q2		99.9	Q3	
D02.4	100%		File Delivery - Day J	100.0	99.9	99.9	100.0	99.9	100.0	100.0	99.9	99.9	99.9	100.0	100.0	99.9
					99.9			99.9	Q1		99.9	Q2		99.9	Q3	
Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
			TPS HR SAP Delivery Contract													
	96%		File Delivery - Day B				100.00	0.0	100.00	100.0	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
								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
								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
								100.0	Q1		100.0	Q2		100.0	Q3	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.3.3 OUTBOUND (CONT'D)

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
	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	100.0
								50.00	Q1		100.0	Q2		100.0	Q3	
Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul05	Aug06
	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	98.8
								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	99.7
								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	99.8
								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	100.0
								100.00	Q1		100.0	Q2		100.0	Q3	

REVIEW OF DATA SERVICES OUTBOUND SLT ACHIEVEMENT

There are 5 no lets this month:

213858 - 9 days late

Branch reported no online services. Call sent to CFM – IP stream branch. Issue was investigated and was passed onto BT wholesale on 23/8. BT wholesale resolved the fault on 4/9. Base unit swapped 4/9 and comms were restored. DR was attempted but failed due to line fault. No signal for GSM as branch is on an island.

195306 – 1 days late

Branch reported intermittent online services. Call sent to Cable & Wireless to investigate, Call then sent to UKME for unit swap, UKME had two faulty base units, attempted a third swap but this failed due to comms, call sent back to Cable & Wireless for investigation. Branchs services went from intermittent to solid down, they are currently health checking but are intermittent. This branch has been referred to POL as there appears to be internal wiring issues.. Data Retrieval call was raised, UKME failed to attend within timescales. GSM not installed as no signal.

185406 - 3 days late

Office reported faulty base unit, non-operational. Call sent to UKME for unit swap, unit swap failed due to comms issue. BT line fault found. Post master reported line fault to her own provider. Line provider then advised no fault found. Call sent to Cable & Wireless, BT wholesale investigated and cleared fault. Call sent to UKME to swap unit, failed again due to comms. BT visit arranged and then cancelled for this branch. The issue with comms at this branch has been identified as CLI authentication and has been resolved. A new base unit has successfully rolled out and comms were established 4/9.

185644 - 3 days late

Office reported faulty base unit, non-operational. Call sent to UKME for unit swap, unit swap failed due to comms issue. IP branch, sent to CFM for comms to be investigated. No fault found after investigation. UKME reattended to attempt base unit swap, but again this failed due to comms. Branch escalated by POL. Comms with CFM to be investigated again. No fault found. The issue with comms at this branch has been identified as CLI authentication and has been resolved. A new base unit has successfully rolled out and comms were established 4/9.

472614 - 3 days late

Office reported faulty keyboard, unable to reboot. Call sent to UKME, UKME attended branch but did not resolve the issue. New call raised and UKME re-attended and swapped the keyboard.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.4 LF SERVICE

7.4.1 BRANCH TO SAPADS

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
			Outlet to SAPADS Data Transfer													
DO4.1.1	97%		Confirmation of Pouch Received at Outlet - Day A	99.9	96.8	99.9	99.9	99.9	99.9	99.9	99.9	99.9	97.8	99.9	99.9	99.9
					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
					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
					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	100.0	100.0	99.9	98.0	99.9	99.9	99.9
					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	100.0	100.0	99.9	99.9	100.0	99.9	99.9
					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
					100.0	Q4		100.0	Q1		100.0	Q2		100.0	Q3	
DO4.3.1	96.25%		Daily Cash on Hand Details - Day A	96.5	99.6	99.8	99.7	99.8	99.7	99.8	99.8	99.7	96.5	99.8	99.7	99.7
					98.6	Q4		99.7	Q1		100.00	Q2		98.7	Q3	

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.4.2 SAPADS TO BRANCH

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
DI2.1.1	90%		SAPADS to Outlets Data Transfer													
			Delivery of SAPADS Planned Orders to Outlets - 8am Target	98.9	98.5	98.7	98.6	98.9	98.7	98.9	98.5	98.5	98.5	98.6	97.6	98.4
					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	99.7	99.7	99.7	99.7	99.7	99.8	99.8	99.7	99.6	99.5	99.8	99.7	99.6
					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	N/A	N/A	N/A	N/A	N/A	N/A	N/A
					100.0	Q4		100.0	Q1		N/A	Q2		N/A	Q3	

REVIEW OF LFS PERFORMANCE

All SLT's within target.

7.5 NETWORK BANKING SERVICES

7.5.1 REQUEST & AUTHORISATION TIMES

Ref	SLT	ARI		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
			Fixed Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1)	1.21	1.20	1.06	1.10	0.87	0.82	0.83	0.84	0.85	1.01	0.92	0.93	0.93
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.27	0.31	0.28	0.27	0.27	0.26	0.26	0.27	0.26	0.27	0.26	0.26	0.25
			ADSL Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1)	0.88	0.83	0.78	0.84	0.81	0.56	0.56	0.57	0.57	0.65	0.57	0.57	0.56
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.27	0.31	0.27	0.27	0.26	0.26	0.26	0.27	0.26	0.26	0.26	0.26	0.25
			Dialed Connections													
	FIO		Average time in secs to receive Counter Authorisations (T1)	3.24	3.03	3.20	3.23	3.15	3.14	3.16	3.19	3.10	2.96	2.91	2.87	2.88
	FIO		Average time in secs to receive Agents Authorisations (T2)	0.33	0.32	0.33	0.34	0.32	0.30	0.31	0.32	0.32	0.32	0.34	0.31	0.29
			SLT's													
B1.1	<=4 sec		Average Transaction Time using Fixed Connections (T1-T2)		0.96		Q4	0.74		Q1	0.57		Q2	0.66		Q3
B1.2	<=5 sec		Average Transaction Time using ADSL Connections (T1-T2)	0.70			0.57		30	0		0.30				Q3
B1.3	<=8 sec		Average Transaction Time using Dialed Connections (T1-T2)	2.91			2.92		34	2		2.79				Q3
B1.4	95%		Percentage Transactions (T) not exceeding Lower Threshold seconds (fixed)	<=8	99.8		99.9		100	1		100.0				Q3
B1.5	95%		Percentage Transactions (T) not exceeding Lower Threshold seconds (ADSL)		99.9	100.0	100.0	99.9	100.0	100.0	100.0	100.0	99.6	100.0		Q3
B1.6	95%		Percentage Transactions (T) not exceeding Lower Threshold seconds (Dialed)	<=12	99.7	99.7	99.8	99.7	99.9	99.8	99.9	99.9	99.9	99.7	99.9	Q3
B1.7	99%		Percentage Transactions (T) not exceeding Higher Threshold seconds (fixed)	<=15	99.9	100.0	100.0	100.0	100.0	100.0	100.0	100.0	99.8	100.0		Q3
B1.8	99%		Percentage Transactions (T) not exceeding Higher Threshold seconds (ADSL)	<=20		100.0		100.0		Q1		100.0	Q2	100.0		Q3
B1.9	99%		Percentage Transactions (T) not exceeding Higher Threshold seconds (dialed)	<=20		99.9		99.9		Q1		99.9	Q2	100.0		Q3

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.5.2 NBS RELIABILITY MEASURES

Ref	SLT	AR		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
			End-to-End Reliability													
	FIO		Fixed Connections	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98.0	100.0	100.0	100.0
	FIO		ADSL Connections	100.0	99.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	98.0	100.0	100.0	100.0
	FIO		Dialled Connections	100.0	97.0	100.0	100.0	100.0	99.0	100.0	100.0	100.0	98.0	100.0	100.0	100.0
			NBS Reliability													
B3.1	99%		Fixed Connections													
					100.0		Q4	100.0		Q1		100.0		Q2		100.0
				100.0			100.0		100.0			100.0				Q3
B3.2	99%		ADSL Connections													
					100.0		Q4	100.0		Q1		100.0		Q2		100.0
				100.0			100.0		100.0			100.0				Q3
B3.3	97%		Dialled Connections													
				100.0			100.0		100.0			100.0				
					99.0		Q4	100.0		Q1		100.0		Q2		100.0

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.5.3 CENTRAL SYSTEMS & NETWORK AVAILABILITY

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06	Year to Date
Central Systems Availability																	
B2.2.1	<=3		Number of Core NB System Faults causing NBS unavailability in more than 20% of all Branches during NB Core Hours	0	0	0	0	0	0	0	0	0	1	0	0	0	
							Q4			Q1		Q2				Q3	
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	
							Q4			Q1		Q2				Q3	
B2.2.3	<=3 hours		Availability Period aggregate Average Branch Outage during NB Core Hours		0		Q4	0		Q1	0	Q2		0		Q3	
B2.2.4	<=24 hours		Availability Period aggregate Average Branch Outage during Non NB Core Hours		0		Q4	0		Q1	0	Q2		0		Q3	
Network Availability																	
B2.4.1	99.95%		Central Network Availability		100.0		Q4	100.0		Q1	100.0	Q2		99.9		Q3	
B2.4.2	99.95%		NBE Network Availability	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
					N/A		Q4	N/A		Q1	N/A	Q2		N/A			

REVIEW OF NETWORK BANKING PERFORMANCE

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.6 SAP HOSTING

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
CS/OLA/049	98.50%		SAP Hosting													
			Service Availability (7.30am to 7.30pm)	100.0	100.0	99.8	100.0	100.0	100.0	100.0	100.0	98.3	100.0	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	98.0	100.0	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.

	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06
F-02 GL Account Posting	87.3	127.4	107.0	58.0	75.0	74.5	78.0	80.0	83.0	78.0	81.0	76.0	80.6
F-03 Clear GL Account	526.8	0.0	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	1149.1	1226.3	2807.0	1962.0	2787.0	2787.0	5891.0	8068.0	2517.0	5090.0	4158.0	3814.0	2531.4
FB02 Change Document	176.1	202.6	1484.0	157.0	82.0	78.2	96.2	167.0	247.0	547.0	523.0	1049.0	799.0
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	378.3	0.0	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	212.0
FB70 Enter Customer Invoice				208.0	220.0	220.0	312.7	277.0	307.0	263.0	299.0	258.0	236.1
ME22N Change Purchase Order				4525.0	5399.0	539.0	5136.7	5984.0	4743.0	5196.0	5095.0	3607.0	2525.0

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		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
DE1.1	95%		Business Incidents													
			Report issued within 5 days													
				87.5	100.0	100.0	96.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
B4.1	95%		Data Reconciliation													
			Priority Exceptions resolved in 8 hours or less													
				66.7	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		

REVIEW OF BUSINESS INCIDENT & DATA RECONCILIATION

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.8 RECONCILIATION / SETTLEMENT REPORT DELIVERY

Ref	SLT			Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06	Total
			Reconciliation/Settlement Report Delivery														
D05.1	<=4		Delivery by 08:05 (LREC received by 23:59:59)	0	0	0	0	0	0	0	0	0	0	0	0	0	
D05.7	100%		Reconciliation Files delivered to TIP by 12:00 on day B received by 22:00 no overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100	100		
D05.8	100%		Reconciliation Files delivered to TIP by 18:00 on day B received by 22:00 with overnight failure of DRSH	100	100	100	100	100	100	100	100	100	100	100	100		
D06.1	<=4		CAPO File delivery by 03:00	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		
D06.5	100%		CAPO Rec file delivery by 16:00	100	100	100	100	100	100	100	100	100	100	100	100		
D06.6	100%		A&L Rec file delivery by 18:00	100	100	100	100	100	100	100	100	100	100	100	100		
D06.7	PM		CAPO & A&L Rec files dispatched by 00:10	100	100	100	100	100	100	100	100	100	100	100	100	100	100

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		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06	Total
B5.1	<=2	PI Outages														
		Number of PI outages >2mins (same bank)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				0	Q4		0	Q1		0	Q2		0	Q3		
B5.2	<=2	Number of PI outages >2mins (different banks)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				0	Q4		0	Q1		0	Q2		0	Q3		
B5.3	PM	Number of PI outages >1mins (same banks)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				0	Q4		0	Q1		0	Q2		0	Q3		
B5.4	PM	Number of PI outages >1mins (different bank)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
				0	Q4		0	Q1		0	Q2		0	Q3		

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		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06	Total
			TESQA														hr: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	99.9	99.9	100.0	100.0	
T1.3.1	100%		Transactions available in the data centre between 20:00 and 22:00 (2hours)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
T1.4	100%		Transactions available in the data centre between 22:00 and 07:00 (4hours)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	
T1.5			Query time constrained queries between 07:00 and 18:00 (Shown as % of <=20sec)	97.4	98.7	97.0	96.5	96.9	91.7	96.2	99.5	94.5	96.1	94.7	96.6	97.4	

REVIEW OF TESQA

All SLT's within target.

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.11 POSTSHOPS

Ref	SLT	ARL		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
			PostShops													
	100%		Number of calls resolved within 8 hours			100.0%	94.4%	100.0%	100.0%	98.0%	100.0%	100.0%	96.0%	92.0%	96.9%	93.5%
	100%		Number of calls resolved next day			100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	92.0%	100.0%	100.0%
			File Delivery				80.8%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	97.9%	97.9%	100.0%

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.12 DEBIT CARD SERVICES

Ref	SLT	ARL	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
		Dialed Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.42	3.45	3.15	3.20	3.17	3.16	3.04	3.31	2.16	2.92	3.08	2.92	2.93
		Average time in secs to receive Agents Authorisations (T2)	0.92	0.91	0.93	0.92	1.02	0.88	0.87	0.88	0.89	0.88	0.88	0.93	0.99
		Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.70	1.58	1.47	1.49	1.50	1.39	1.40	1.41	1.42	1.52	1.43	1.48	1.53
		Average time in secs to receive Agents Authorisations (T2)	0.93	0.91	0.90	0.91	0.95	0.86	0.86	0.82	0.89	0.88	0.88	0.93	0.98
		SLT's													
		Average Transaction Time using Fixed Connections (T)	0.76	0.67	0.56	0.78	0.56	0.53	0.54	0.54	0.54	0.54	0.55	0.55	0.55
				0.73	Q4		0.57	Q1		0.54	Q2		0.58		
		Average Dialed T (T1-T2)	2.48	2.56	2.25	2.36	2.18	2.31	2.20	2.42	1.38	2.03	2.21	2.00	1.94
				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
				100.0	Q4		100.0	Q1		100.0	Q2		100.0		
		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.8	99.8	99.9	99.8	99.9	99.9	99.9	99.9	100.0	99.9	100.0	100.0	100.0
				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
				100.0	Q4		100.0	Q1		100.0	Q2		100.0		
		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	100.0	99.9	100.0	100.0	100.0	100.0	100.0	99.9	100.0	99.9	100.0	100.0	100.0
				100.0	Q4		100.0	Q1		99.9	Q2		99.9		

Fujitsu Services

SERVICE REVIEW

Ref: CS / PER / 050

Date: 14/09/06

Version: 1.0

7.13 ELECTRONIC TOP-UPS

Ref	SLT	ARL	Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
		Dialed Connections													
		Average time in secs to receive Counter Authorisations (T1)	3.13	3.09	2.98	2.99	2.97	3.00	3.05	3.00	2.96	2.89	2.92	2.95	3.30
		Average time in secs to receive Agents Authorisations (T2)	0.59	0.61	0.56	0.55	0.56	0.57	0.59	0.57	0.53	0.55	0.55	0.63	0.92
		Fixed Connections													
		Average time in secs to receive Counter Authorisations (T1)	1.33	1.29	1.22	1.19	1.18	1.19	1.26	1.20	1.18	1.27	1.22	1.30	1.56
		Average time in secs to receive Agents Authorisations (T2)	0.58	0.62	0.58	0.56	0.56	0.59	0.64	0.58	0.54	0.57	0.56	0.63	0.87
		SLT's													
		Average Transaction Time using Fixed Connections (T)	0.75	0.67	0.70	0.64	0.62	0.60	0.62	0.61	0.64	0.70	0.66	0.68	0.69
				0.69	Q4		0.63	Q1		0.61	Q2		0.66	Q3	
		Average Dialed T (T1-T2)	2.55	2.48	2.42	2.45	2.41	2.44	2.43	2.43	2.43	2.34	2.37	2.33	2.38
				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
				100.00	Q4		100.00	Q1		100.0	Q2		100.00	Q3	
		Percentage Transactions (T) not exceeding Lower Threshold <=12 seconds (dialed)	99.7	99.7	99.9	99.8	99.9	99.8	99.8	99.8	99.8	99.8	99.9	99.9	99.8
				99.8	Q4		99.9	Q1		99.80	Q2		99.98	Q3	
		Percentage Transactions (T) not exceeding Higher Threshold <=15 seconds (fixed)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
				100.00	Q4		100.00	Q1		100.0	Q2		100.00	Q3	
		Percentage Transactions (T) not exceeding Higher Threshold <=20 seconds (dialed)	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
				99.90	Q4		99.90	Q1		99.9	Q2		99.99	Q3	

8 Branch Trading Capabilities

Ref	OLA		Aug05	Sep05	Oct05	Nov05	Dec05	Jan06	Feb06	Mar06	Apr06	May06	Jun06	Jul06	Aug06
		Horizon NBS transaction time													
	99%	No. of transactions <2.5 seconds as % of total transactions			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Branch Availability													
	99.6%	% Branch Availability							99.65%	99.71%	99.75%	99.69%	99.91%	99.89%	99.66%
		Counter Availability													
	99%	% Counter Availability			99.50%	99.23%	98.81%	99.38%	99.40%	99.52%	99.53%	99.46%	99.56%	99.48%	99.55%
		Branches with Online Services affected													
	<20	>5 Days All Branches		24	22	28	11	9	7	5	3	8	5	3	9
	<20	>5 Days Excluding issues in POL domain		19	27	31	5	6	3	1	1	5	4	3	7
	<10	>10 Days All Branches		6	5	13	14	6	2	8	5	1	1	0	1
	<10	>10 Days Excluding issues in POL domain		10	9	16	8	2	0	5	1	0	1	0	1

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

Counter Availability – This OLA is calculated against the ability for POST MASTER'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.

NBS Online Performance

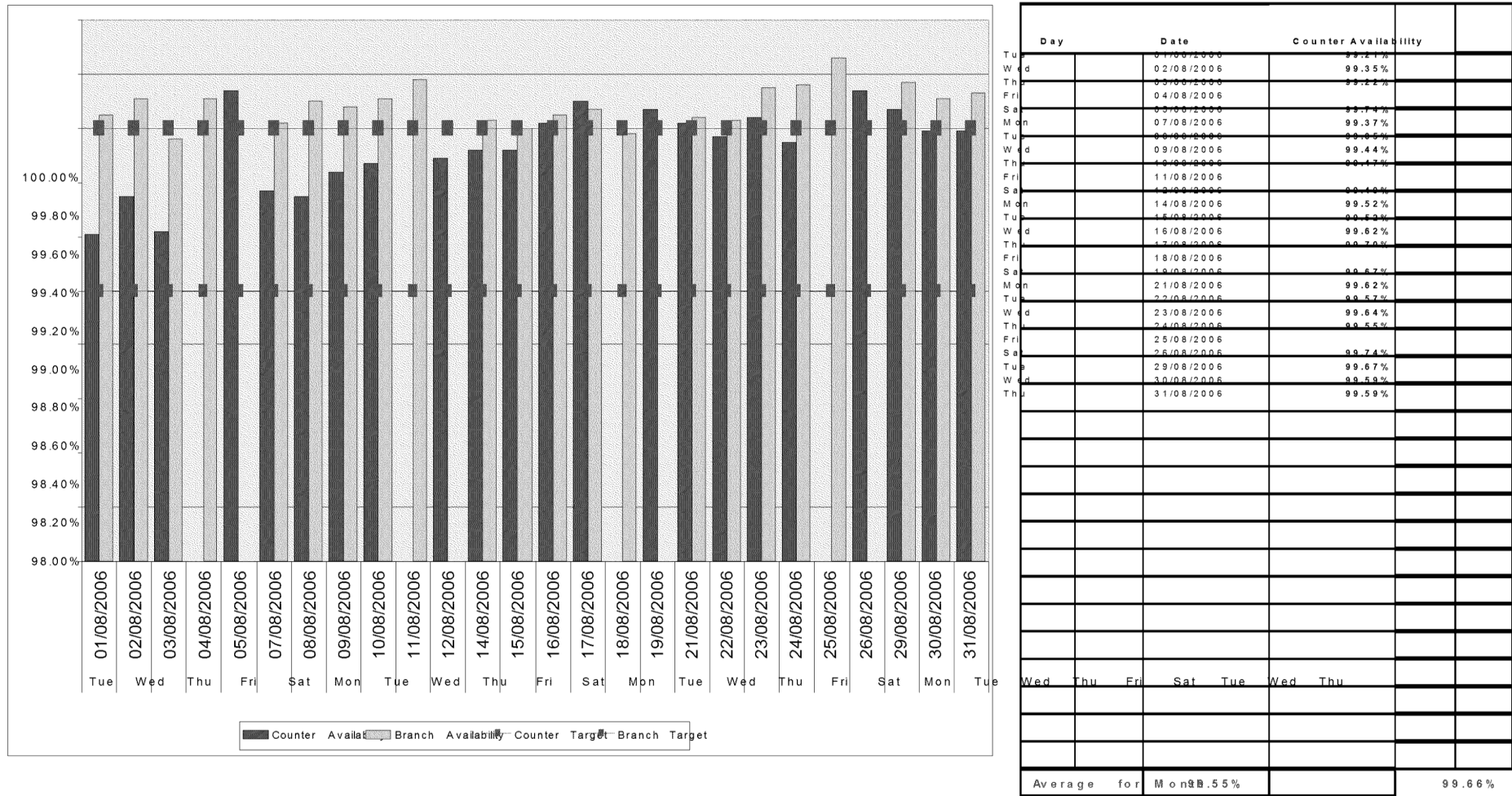
Legend:

- Avg Fujitsu Auth Time
- Successes

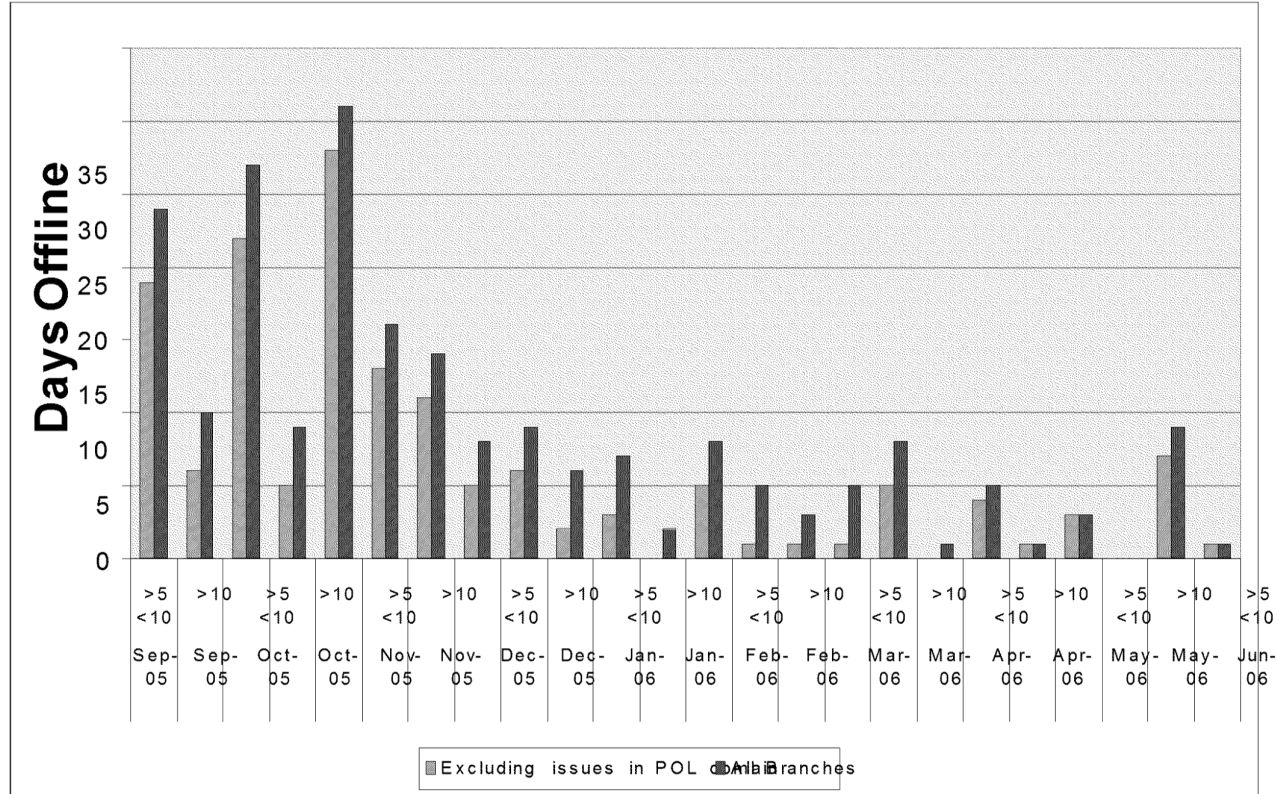
Date	Avg Fujitsu Auth Time	Successes
01/08/2006	550.00	1500000
02/08/2006	530.00	1100000
03/08/2006	550.00	1300000
04/08/2006	530.00	1000000
05/08/2006	560.00	600000
06/08/2006	1000.00	0
07/08/2006	570.00	1800000
08/08/2006	550.00	1400000
09/08/2006	530.00	1100000
10/08/2006	540.00	1200000
11/08/2006	520.00	900000
12/08/2006	560.00	400000
13/08/2006	1050.00	0
14/08/2006	560.00	1800000
15/08/2006	550.00	1400000
16/08/2006	540.00	1100000
17/08/2006	540.00	1200000
18/08/2006	520.00	900000
19/08/2006	550.00	400000
20/08/2006	1000.00	0
21/08/2006	560.00	1800000
22/08/2006	540.00	1400000
23/08/2006	520.00	1100000
24/08/2006	530.00	1200000
25/08/2006	530.00	1600000
26/08/2006	530.00	600000
27/08/2006	850.00	0
28/08/2006	460.00	200000
29/08/2006	540.00	1800000
30/08/2006	530.00	1200000
31/08/2006	520.00	1250000

[illegible]

8.2 Branch and Counter Availability



8.3 Branches with Online Services Affected



	Excluding issues in POL domain	All Branches
Sep-05 >5 <10	19	24
Sep-05 >10	6	10
Oct-05 >5 <10	22	27
Oct-05 >10	5	9
Nov-05 >5 <10	28	31
Nov-05 >10	13	16
Dec-05 >5 <10	5	11
Dec-05 >10	8	14
Jan-06 >5 <10	6	9
Jan-06 >10	2	6
Feb-06 >5 <10	3	7
Feb-06 >10	0	2
Mar-06 >5 <10	1	5
Mar-06 >10	5	8
Apr-06 >5 <10	1	3
Apr-06 >10	1	5
May-06 >5 <10	5	8
May-06 >10	0	1
Jun-06 >5 <10	4	5
Jun-06 >10	1	1
Jul-06 >5 <10	3	3
Jul-06 >10	0	0
Aug-06 >5 <10	7	9
Aug-06 >10	1	1
Sep-06 >5 <10		
Sep-06 >10		
Oct-06 >5 <10		
Oct-06 >10		
Nov-06 >5 <10		
Nov-06 >10		
Dec-06 >5 <10		
Dec-06 >10		
Jan-07 >5 <10		
Jan-07 >10		