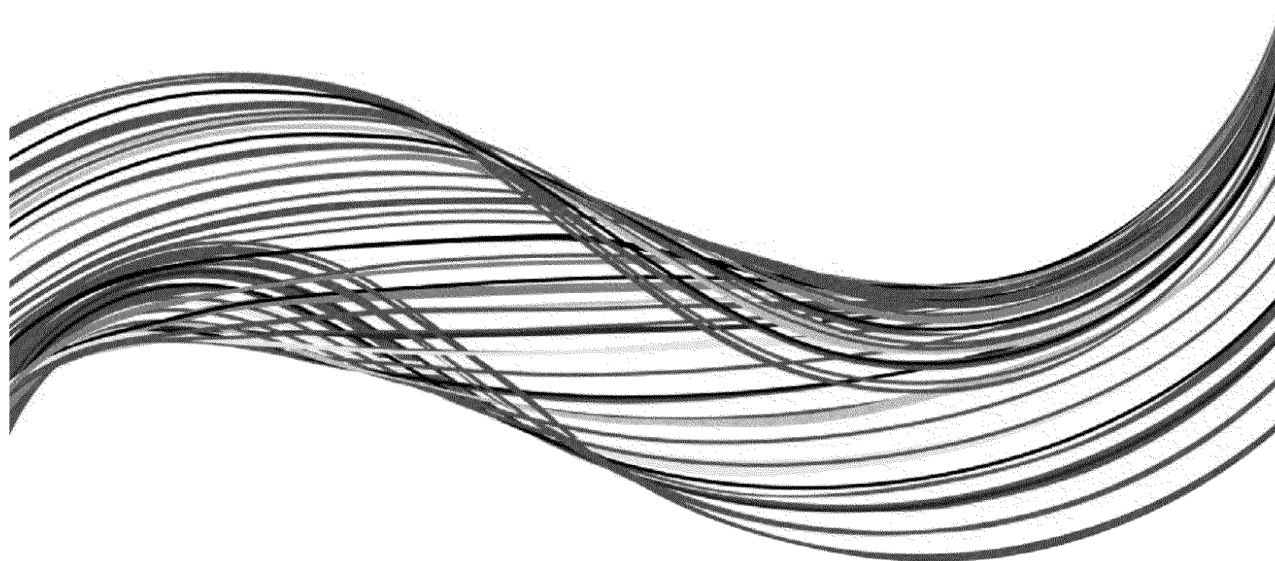




Fujitsu Services Post Office Account

Service Review Book

December 2006





SERVICE REVIEW BOOK
December 2006



Document Control

Title: Service Review Book – December 2006

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

Status: Definitive

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

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1 MANAGEMENT SUMMARY

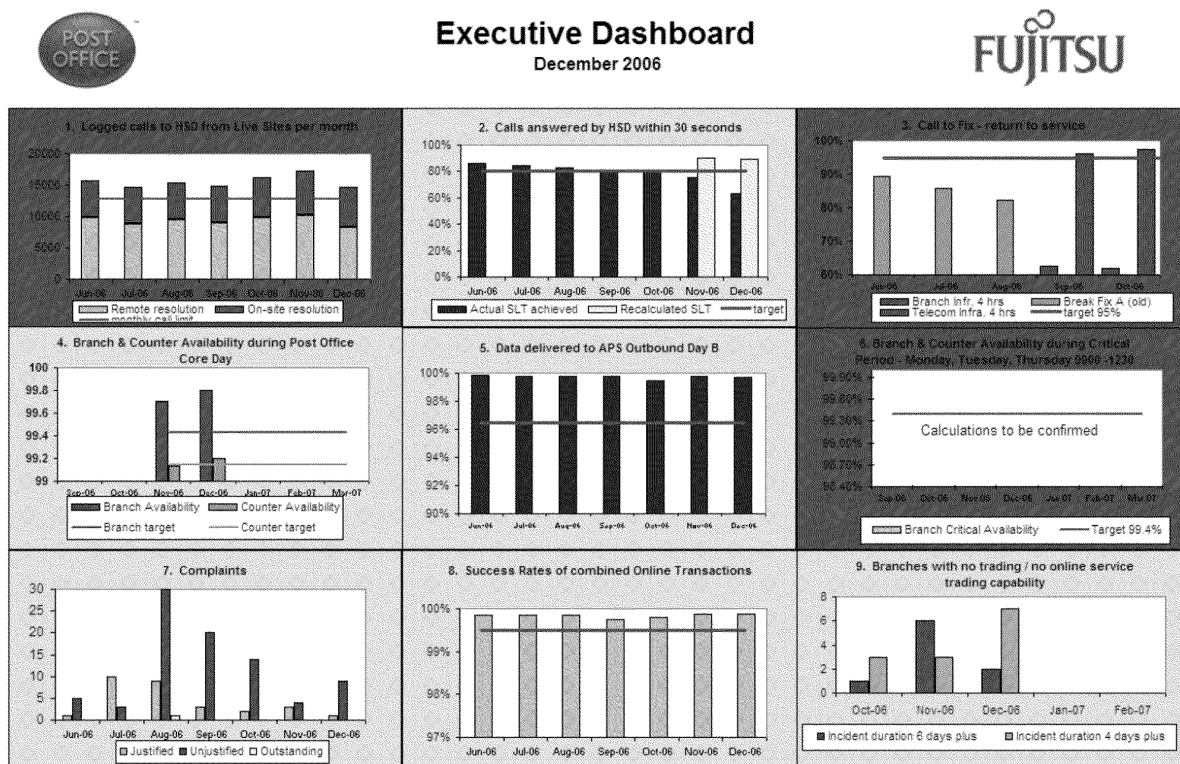
Summary: Within the Fujitsu Services domain for December 06 there no Major Incidents, one service affecting incident within the Fujitsu domain and 2 incidents relating to VIP sites. Details are given in the Incident Overview below.

Branch and counter availability continue to remain above target at 99.8% and 99.2% respectively. Despite the expected low volumes of OBC activity in the month, with 60 changes delivered, all the OBC targets were exceeded with all OLAs met.

Incoming calls to the desk were lower given the shorter working month, and a reduction in inappropriate and network related calls. However, hardware calls remain at the same relative level. The incoming call volumes continue to exceed the agreed levels and the associated SLTs have been recalculated accordingly.

Counter printer volume was adversely affected by the problem identified with the replacement mails labels, and revised instructions to branches were issued to attempt to alleviate this effect towards the end of December. The resulting call peaks led to continued issues with Engineering SLTs and work continues to put a sustainable recovery plan in place with achievable target dates.

A total of 85 complaints were received, 30 were passed to Fujitsu for information only, and 10 were for investigation and comment. Of these, 1 was agreed to be justified and a further 3 are still under investigation.





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2 Incident Overview

Summary:	Within the Fujitsu Services domain for December 2006 there were no Major Incidents. There was 1 service affecting incident within the Fujitsu domain. There were 2 incidents affecting VIP sites. There was no service affecting incident that was outside of the Fujitsu domain.
Major Incidents:	None
Other incidents in Fujitsu Services domain:	9th-10th December. POLFS – Weekend work on the 9th/10th for the re-organisation of GLPCA detailed on OCP 14782, overran into Monday, causing an outage of the POLFS service all day. Service was resumed by start of day Tuesday. Full details can be found under the Data File Transfer Section. Fujitsu call E-0612100045 refers.
VIP sites affected this month:	27th December. VIP site Newcastle City Centre 023329, loss of communications from 09:20 to 14:58. Engineering visit resolved. Call E-0612270213 refers. 28th December. VIP site Doncaster 007311, loss of communications from 16:05 to 17:00. Site was running on back up ISDN which failed. Re-established communications back to ADSL connection. Call E-0612280692 refers.
Incidents that were outside the Fujitsu Domain:	None

Details of Incidents / Calls affecting Branch Availability

Date of Incident	Description of Incident	Average Counters / Branches Affected	LDs - SLT hours Counters / Branches	Associated calls to HSD

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3 Business Continuity

3.1 Business Continuity Testing

During December the Reference Data operational business continuity test was completed successfully. A draft 2006 test report (CS/PLA/243) was produced and supplied to Post Office Limited. A number of 2006 observations have been addressed since that report was issued, and it is intended that the final 2006 test report is produced and issued for approval by the end of January.

On the 7th of January the operational retest of Bootle CAT switch 1 was successfully conducted (test 6.2).

The 2007 yearly test script (CS/PLA/103), containing short form test scripts, has been returned to PVCS for review.

3.2 Forthcoming Testing

- The operational test for the HSD is planned for the 18th of January
- The operational test for the Correspondence server is planned for the 21st of January
- Test 28.4 the POL-FS Central Host fail-over is planned for the 4th of February.

3.3 Business Continuity Planning

Further progress was made on revising the Business Continuity plans and test scripts for the inclusion of the NS&I warrant encashment and MoneyGram services. Version 6.0 of the Horizon Services Business Continuity Plan (CS/PLA/079) has now been returned to PVCS for approval. Additionally, version 3.1 of CS/PLA/080 the Horizon Support Services Business Continuity Plan has been returned to PVCS for review.

3.4 Business Continuity Incidents and Issues

No Major Business Continuity Incidents were raised during December.

The LEW02 Disaster Recovery site implementation and commissioning is still progressing. Delays have been due to platform build complexities, build discrepancies, operational issues and LST resource involvement in testing new releases. The LEW02 site will not be ready for operational testing during February and the POA BCM will provide a revised date for this operational test.



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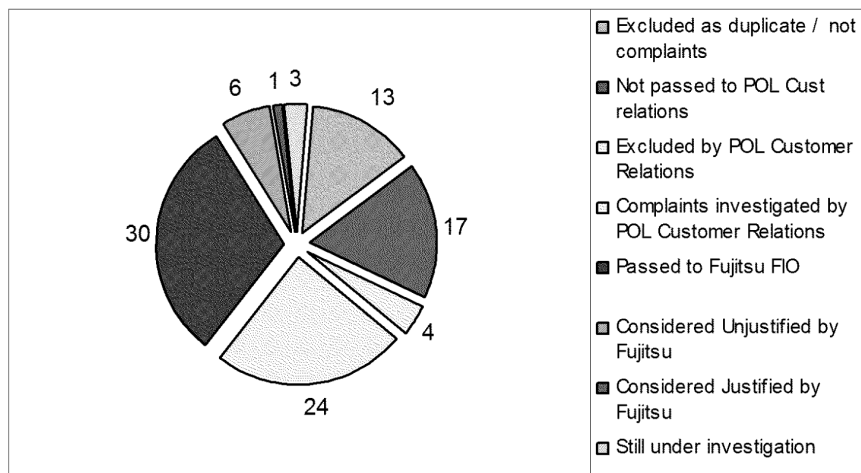
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4 Complaints

During December, 98 complaints were logged about Fujitsu Services, with 10 standard complaints passed for comment to Fujitsu, and 1 of these considered to be justified, with 3 still awaiting resolution of Incident / completion of investigation.

Breakdown of Complaints

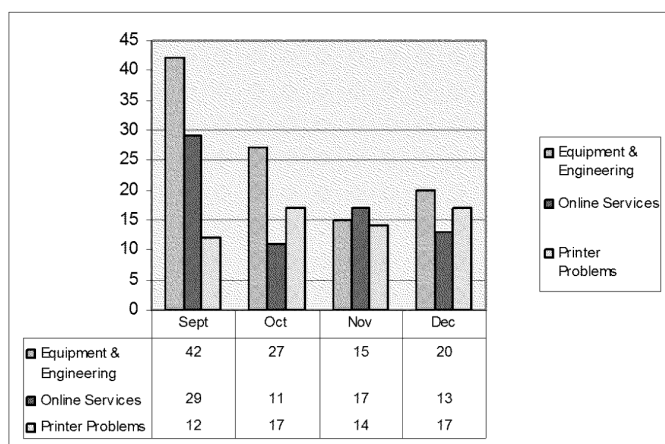


Justified Complaints

Date POL/FS	in	Date Cleared	POL Ref	Branch And Facia	Code	Category/Reason For Complaint	Improvement Action
04/12/06		04/12/06	DB/DEC/009	221137 Brightwell Cum Sotwell Storage		Engineering – lead time on PPMB for mobile kit	Fujitsu Services are awaiting the delivery of 500 new PPMBs, which will be sufficient to supply all applicable branches with PPMBs. ETA for delivery: End of January 2007

Top 3 Areas of complaints

- Engineer complaints (including 11 about response times & 2 about communication) - 20
- Printer problems - 17 complaints, 7 of which were also complaining about the engineering service.
- On Line Services being unavailable - 13 complaints – Reduction of 3 on last month.





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Commentary

The number of complaints logged against Fujitsu Services remains constant, with similar numbers of complaints passed to the HSD for information / investigation, although complaints against equipment & engineering and printers have increased slightly against November.

There has been a slight increase in the number of complaints logged for counter printers which correlates with the high number of faults reported at the end of November / beginning of December. The root cause of the increase in counter printer faults is believed to be a change in the label specification, which is being investigated by Post Office Ltd and Royal Mail Group. Due to these high call volumes, there was a period of 7 days where there was a shortage of printers in the spares loop. The HSD were actively contacting branches to enquire if they were impacted by the shortage and engineering prioritised single counter branches, however the impact of the shortage will be seen in next month's stats.

December saw solid down comms faults at an all time low, with an average of 7 branches impacted per week across the whole network. Focus remains on intermittent faults, where online service can drop out and return, to varying degrees during the day or during the week. Intermittent faults are more difficult to diagnose as they can often be caused by environmental issues both within or external to the branch - e.g. interference from a neighbour's electrical equipment; an incorrectly filtered alarm or branch non-conformance to specified configuration - such as overloading the phone line. Diagnosis of intermittent faults relies on ruling out potential causes and engineers or technical experts need to be on site or monitoring at times when the fault occurs which is very difficult when occurrence of the problem is random. Diagnosis is also problematic in that it may require cooperation from a branch to allow the system to be taken down for a significant period of time in an effort to isolate potential problems, which can inconvenience branch ability to serve customers unfortunately, this action must be taken to restore service. A great deal of focus and attention is being put on intermittent fault resolution processes over the next 3 months in a bid to reduce the resolution times with a joint POL Operations / Fujitsu Services action plan being put in place.

Historical Breakdown of Complaints Data

	Oct 06	Nov 06	Dec 06		
Total number of complaints logged against Fujitsu Services	87	94	98		
Exclusions (duplicate / inappropriate)	12	14	13		
Total number of actual complaints	75	80	85		
Complaints passed to POL Customer Relations	64	67	68		
Complaints excluded by POL Customer Relations (duplicate / chaser)	4	9	4		
Total number of complaints investigated by POL Customer Relations	60	58	64		
Number of complaints passed For Information Only to Fujitsu	58	39	30		
Number passed to Fujitsu Services for formal investigation	2	7	10		
Number considered justified by Fujitsu Services	2	3	1		



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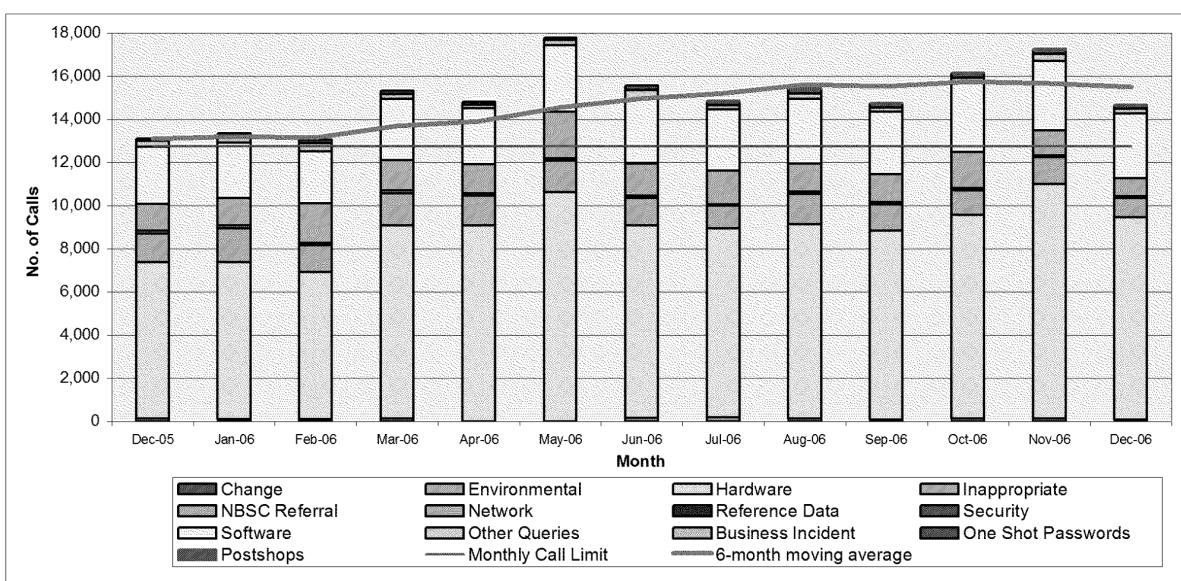
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5 Service Summary

5.1 Horizon Service Desk

The HSD saw a decrease in the number of calls from Post Office Branches logged during December, with 14,680 calls logged at the desk compared to 17,266 in November. The biggest decreases were seen in Inappropriate and Network calls, with both classifications receiving less than 1000 calls for the first time in 12 months. Software call volumes have returned to normal run rate following the modification of the EMVB launch error message. The decrease in every category can be attributed to the shorter trading period due to the Christmas Bank Holidays.



	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Business Incident	0	0				2							
Change	1	1							2				
Postshops								25	31	32	26	80	57
Environmental	136	117	118	133			173	181	144	101	129	134	82
Hardware	7237	7272	6798	8956	9085	10609	8906	8755	8982	8735	9434	10855	9382
Inappropriate	1313	1551	1238	1489	1358	1454	1271	1052	1408	1223	1142	1246	898
NBSC Referral	153	131	118	108	105	124	94	54	108	98	96	82	63
Network	1232	1274	1824	1408	1375	2161	1513	1563	1302	1298	1671	1170	837
Other Queries	252	287	352	210	152	249	400	197	247	194	234	327	229
Reference Data	0	1	0	0	0	0	1	0	3	0	0	0	0
Security	0	3	5	3	1	8	6	2	2	1	2	4	1
One Shot Passwords	129	134	162	170	130	89	220	177	205	185	202	169	140
Software	2652	2571	2424	2847	2594	3068	2977	2843	2987	2896	3219	3199	2991
Total Calls	13105	13342	13039	15324	14800	17764	15561	14849	15421	14763	16155	17266	14680
6-month moving average	13105	13224	13162	13703	13922	14562	14972	15223	15620	15526	15752	15669	15522
Monthly Call Limit	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750	12750

Review of HSD SLTs

The *calls answered within 30 seconds* SLT was missed this month (62.82%), due to extremely high incoming call volumes associated with the counter printers and also adverse weather conditions experienced throughout December.

The *% abandoned* SLT was narrowly missed in December, with the Service Desk achieving 5.97% against a target of 5% and this can be directly linked to the call trends, with greater than expected peaks at the start of day.

Both SLTs have been recalculated in accordance with section 2.3.2.1 of the Service Desk Service Description, and the reported figures are



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-
- Calls answered within 30 seconds SLT: 89.71%
 - % Abandoned SLT: 0.62%

Sense & Respond / Service Improvement Activities

All new HSD analysts have been trained and are now fully operational on the desk. Close monitoring of performance will be continued for early 2007 and additional training implemented where needed. All agents on the desk will be undergoing refresher training on less utilised processes.



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5.2 Engineering Service

December saw a return to the number of visits experienced during October. There was a slight decrease in the number of printer swaps, both BOH and CP and screen replacements also reduced slightly.

Although the Counter Printer volumes were down on those of November the quantities still remained high, a large percentage of these failures have been attributed to an issue with a mail label. It has been identified that the backing paper is of a different quality and results in labels becoming un-stuck, thus resulting in contamination of the mechanical parts of the printer rendering it in need of repair.

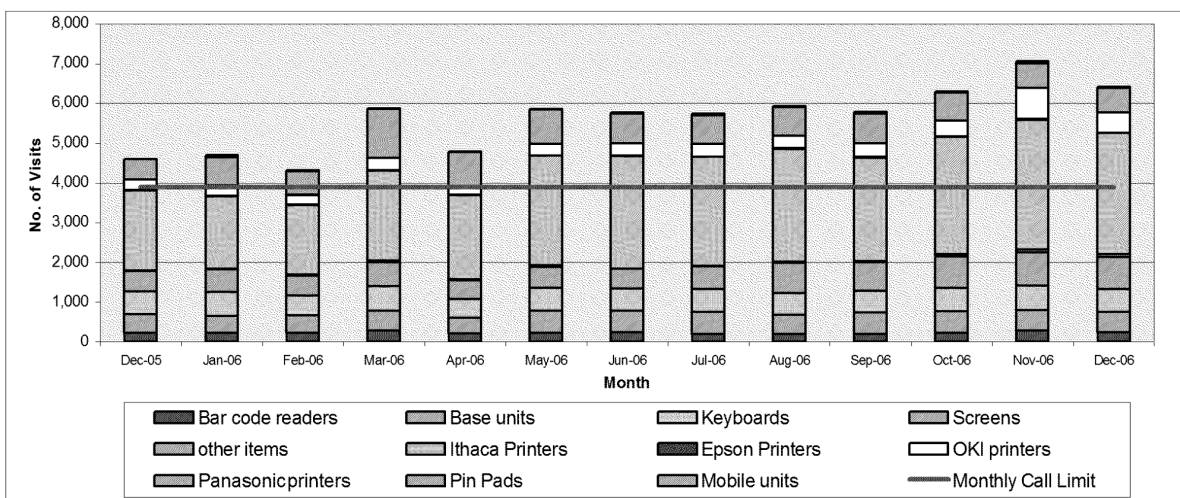
As a result the SLT conformance for December has seen a performance of 64% for A priorities within 4 hours and 88% for C priorities. If we remove the Ithaca failures as a result of the new labels then the C priority conformance rises to 94% for the month. There are currently workshops underway to review and understand the 4 hour call process and improve procedures resulting in a full detailed service improvement plan with clear deliverables, action owners and time-scales.

The Epson to Oki and Panasonic to OKI back office printer replacement project is now complete.

The Royal Mail Group programme continues with phase 1 drawing to a close.

It is now confirmed that we expect the first of the Epson Counter Printers to be rolled into the estate during March. It is expected that this will have a positive impact on a required reduction in call volumes going forward.

Engineering Branch Visits



	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
Bar code readers	208	223	217	268	201	215	236	185	185	183	217	275	227
Base units	473	412	435	509	393	564	540	558	490	549	538	511	522
Mobile units		54	21	9	21	17	32	41	28	36	37	52	34
Keyboards	580	615	504	614	473	568	563	573	546	543	594	610	577
Ithaca Printers	2017	1814	1752	2254	2109	2756	2825	2735	2827	2604	2960	3251	3047
Epson printers	14	24	11	15	11	11	13	16	19	20	15	22	3
OKI printers	268	250	236	314	224	279	314	316	322	347	398	778	514
Panasonic printers	1	1	5	1	1	1	3	1	2	1	1	3	0
Pin Pads	505	712	600	1226	844	870	734	720	712	739	695	634	612
Screens	505	569	494	596	464	527	487	570	757	712	792	847	797
other items	13	18	33	49	41	43	15	19	33	36	43	74	77
TOTAL	4584	4692	4308	5855	4782	5851	5762	5734	5921	5770	6290	7057	6410
Epson to OKI exchanges	39	16	14	12	12		12	9	7	10	10	37	TBC
Average Daily Visit Rate	204	204	196	234	203	254	240	244	257	246	262	294	298
Monthly Call Limit	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875	3875

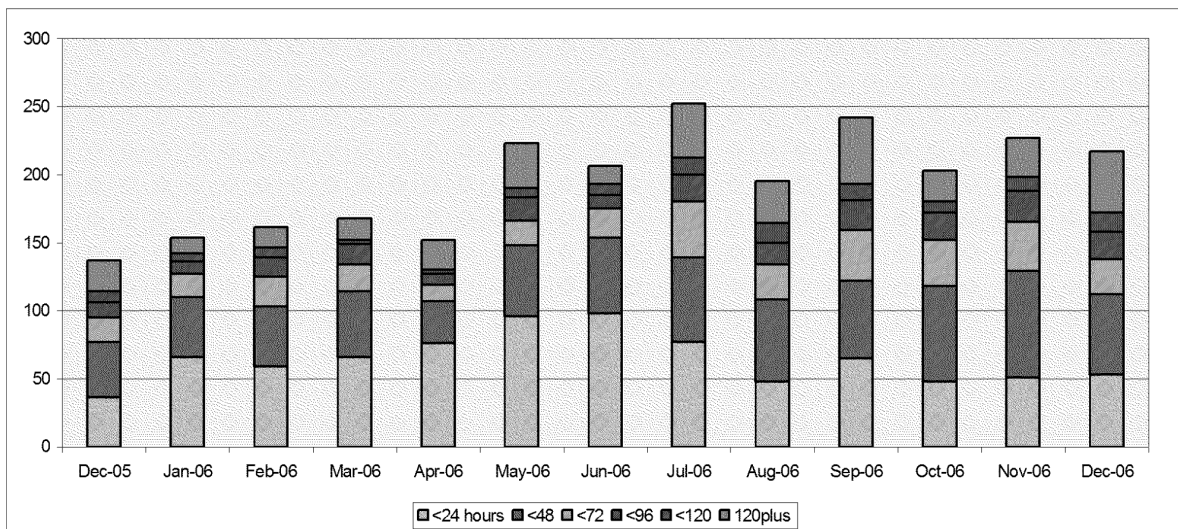


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Gateway Replacements



Number of Gateways replaced by Engineers following call raised by PO Branch												
Elapsed Time of call in	<24 hours		<48		<72		<96		<120		120plus	Total
Dec-05	36	26.3%	41	29.9%	18	13.1%	11	8.0%	8	5.8%	23	137
Jan-06	66	42.9%	44	28.6%	17	11.0%	9	5.8%	6	3.9%	12	154
Feb-06	59	36.6%	44	27.3%	22	13.7%	14	8.7%	7	4.3%	15	161
Mar-06	66	39.3%	48	28.6%	20	11.9%	15	8.9%	3	1.8%	16	168
Apr-06	76	50.0%	31	20.4%	12	7.9%	8	5.3%	3	2.0%	22	152
May-06	96	43.0%	52	23.3%	18	8.1%	17	7.6%	7	3.1%	33	223
Jun-06	98	47.6%	56	27.2%	21	10.2%	10	4.9%	8	3.9%	13	206
Jul-06	77	30.6%	62	24.6%	41	16.3%	20	7.9%	12	4.8%	40	252
Aug-06	48	24.6%	60	30.8%	26	13.3%	16	8.2%	14	7.2%	31	195
Sep-06	65	26.9%	57	23.6%	37	15.3%	22	9.1%	12	5.0%	49	242
Oct-06	48	23.6%	70	34.5%	34	16.7%	20	9.9%	8	3.9%	23	203
Nov-06	51	22.5%	78	34.4%	36	15.9%	23	10.1%	10	4.4%	29	227
Dec-06	53	24.4%	59	27.2%	26	12.0%	20	9.2%	14	6.5%	45	217

During December, there was an increase in the number of Gateway replacements exceeding 120 hours. Of the total 45 calls involved, 27 calls spanned the Christmas holiday period which had an adverse effect on these resolution times.

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5.3 Branch Network Services / Central Network

Branch Network Services

During December the 837 Calls were logged across all Network Types into the Fujitsu Services. This is a decrease against the previous 3 months.

The 'Priority A – 6 hours' SLT saw 14 failures from a total of 751 calls. Although the target (100%) was missed, a result of 98.1% was achieved against 98.3% for November.

The Priority C – 6 hours' SLT saw 2 failures from 62 calls. Although the target is (100%) was missed, a result of 96.8 was achieved.

SLA Failure, After investigation into the failures above we have identified that the contributing factors were related to the HSD call handling and delays in engineering attendance. Both of these issues are being addressed with the appropriate SDU's.

Other issues in December

We have continued to receive a high number of ADSL/IP service cease notifications being processed by BT due to Branch Manager's activity. We are continuing to progress this issue with assistance from POL, C&W and internal SDU's.

Over the past Month there has been an increase in Branches with no Trading/On-Line Services Capability with 2 Branches being without service for 6 days and 7 being without service for 4 days. This has been partially attributed to high call volumes with FMS and is also attributed to Branches where the ADSL service has been ceased and no back up Network availability has been available or the PM has declined the use of the PSTN line for back service to be applied.

Central Network

In Dec-06 there were a total of 837 network related calls logged at the HSD which is the lowest number since before CAPO was fully deployed in May-03. The cause code breakdown shows this result is due to no major or significant incidents affecting branch trading inside the Fujitsu or other Post Office supplier domains.

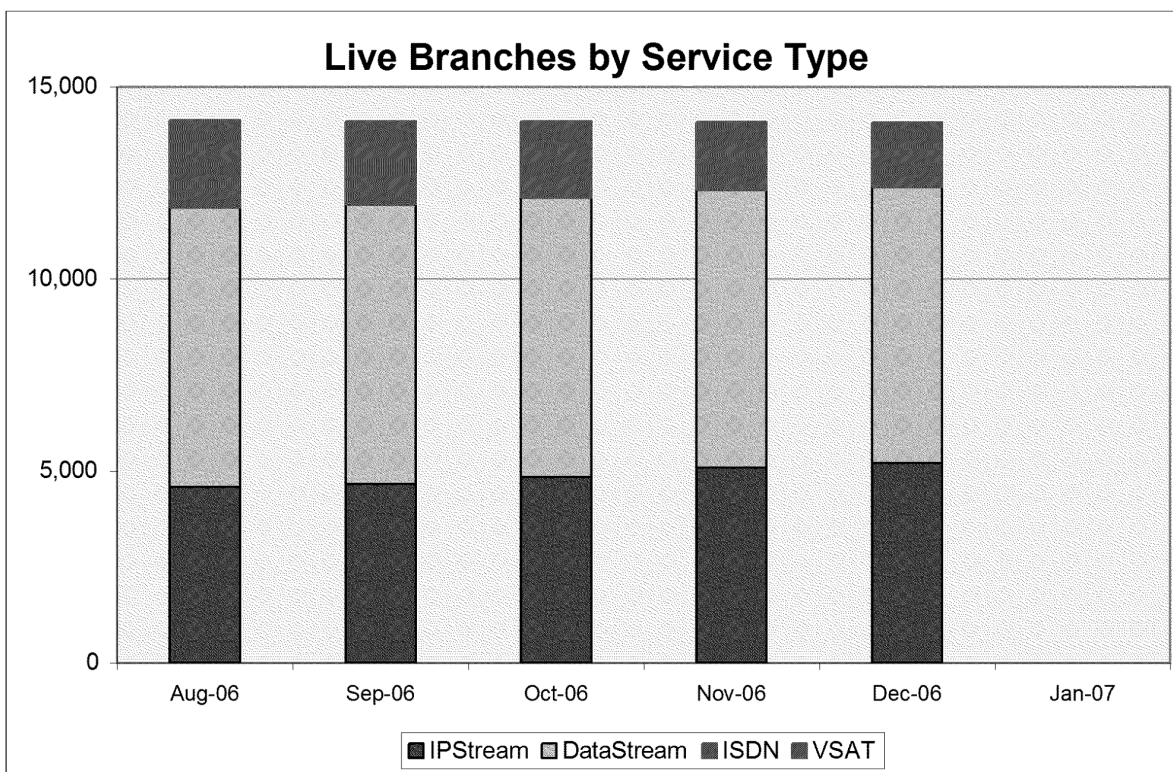
BRANCH & COUNTER NUMBERS at Month End

Live Branches	14,067
Live Counters	34,488



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	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07
IPStream	4,567	4,655	4,829	5,090	5,197	
DataStream	7,297	7,269	7,287	7,214	7,199	
ISDN	2,130	2,046	1,852	1,680	1,578	
VSAT	135	135	132	113	96	
TOTALS	14,129	14,105	14,100	14,097	14,070	



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5.4 Operational Branch Change Service

December 06 has seen another wholly conformant month against OLA's.

	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Cumulative
TARGET MINUS CLOSURES (4%)	2.4%	2.5%	3.4%	5.2%	4.1%	2.5%	8.7%	3.4%	1.1%	0.9%	2.3%	2.5%	3.1%
TOTAL FAILURES (5%)	2.2%	2.2%	3.9%	4.6%	4.1%	2.0%	6.0%	3.0%	2.5%	3.0%	2.0%	3.7%	2.9%
FAILURES (number)	4.5	5	9.5	7	6	3	8	9	6.5	4	3	2	69.5
FAILURES (Ex Line Plant) (4%)	2.2%	2.2%	3.1%	3.9%	4.1%	2.0%	6.0%	3.0%	1.0%	0.8%	2.0%	1.9%	2.4%
FAILURES (Ex Line Plant) (number)	4.5	5	7.5	6	6	3	8	9	2.5	1	3	1	57.5
FAILURES - JOINT (%)	0.5%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.7%	0.4%	0.0%	0.0%	0.0%	0.3%
FAILURES - JOINT (number)	1	0	1	0	0	0	0	2	1	0	0	0	7
NORMAL BUSINESS INCIDENT	0	0	2	1	1	0	0	0	0	0	0	0	4
NUMBER OF CHANGES DELIVERED	224	242	260	164	185	160	140	304	268	142	169	60	2318

Failures.

Council Car Park – Communications failure due to ISDN line plant issues

Barford – Software failure; due to corrupted files being downloaded at point of counter configuration.

Corrective Actions.

All previously identified corrective actions continue to be maintained and have the necessary focus applied. This is evident in the continued conformance to OLA. During December no new area's of correction were identified.



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5.5 Service Integration Service

5.5.1 Post Shops

No issues to report. 100% achieved on both SLTs.

Month: December	Week 1	Week 2	Week 3	Week 4	Week 5	Monthly Totals
Number of calls received	11	12	18	5	2	48
Number of calls resolved in 8 hours	11	18	17	5	2	53
Number of calls resolved in next day	0	3	1	0	0	4
Number of Hardware faults	7	14	8	3	0	32
Number of software faults	4	6	10	2	1	23
Number of outstanding calls	0	0	0	0	0	0

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5.6 Data Centre Operations Service / Data File Transfer

There were no major incidents in relation to the Data Centre Operations Service within the Data Centre central Infrastructure for the month of December 06.

Throughout the month there was a total of 72 operational changes, by Post Office Account, there were no service impacts as a result of those changes being implemented

Following on from last month's summary, the work has now been completed in replacing the UPS batteries in both Wigan and Bootle Data Centres with no service impact to the live service during the planned activity.

Currently there are 20 customer facing risks identified in the Data Centre Operations service classified by RAG status as 1 red, 1 amber and 18 green risks.

There will be a further requirement to perform additional maintenance activities in the Bootle Data Centre in January 07 which will result in the Data Centre running on secondary power (generator) for a period of eight hours overnight.

This work is planned to take place from Saturday 13th January 2007 commencing at 23:59 and concluding on Sunday 14th January 2007 at 08:00.

OCP 14782 raised for the re-organisation of GLPCA over the weekend of 9th & 10th December overran into Monday 11th December, which caused an outage of the POLFS service for the duration of Monday. By start of day on Tuesday POL FS service had resumed, and the delayed batch schedules had been started. At 16:30, all delayed processing had caught up, which allowed the Tuesday night processing to take place as normal. Fujitsu call E-0612100045 refers.

5.6.1 Day J Failures

There were zero no lets this month.

5.7 Reconciliation Service

There were 24 Reconciliation incidents cleared during December. This is 1 incident more than that reported in November.

There were no priority incidents to be cleared within the 8 hour response SLT.

All 24 incidents/ BIMS were cleared within the 5 day response SLT.

At 4 of the 61 pilot branches of the now regressed T30_INC1, there were problems causing Payments and Receipts mismatch.

Post Office Ltd was made aware of this knock on effect, and detailed analysis was provided showing the effect at both the branch and within POLFS.

There was one more issue reported at one of the 4 branches, where the PM was able to reverse the same pouch twice. This was a system problem and has been corrected.

5.8 Reference Data & Message Broadcast Service

In the middle of December there was an issue with an alpha-numeric barcode being used with an A&L transaction. This was overcome by amending some Post Office ADC Reference Data to ignore a token which was causing the problem. The root cause has been identified and a fix is authorised for T40 release. In the meantime the Reference Data workaround can be used should this situation occur elsewhere (which is relatively unlikely).



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5.9 Security Service

Automated Key Refresh

An average of 20 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 621 branches being targeted for refresh. The key refresh algorithm is now permanently turned on, and will be continually monitored.

Manual Key Refresh

There were no manual keys generated this month.

Key Management Administration

There were no major key management issues this month.

5.9.1 Audit Retrieval Queries (Litigation Support)

Received this month	YTD Contract	Received YTD	Outstanding
81	540	541	0
Query Days this month	YTD Contract	Received YTD	
1487	11250	11175	

Banking Record Queries

Received this month	YTD Contract	Received YTD	Outstanding
28	75	60	0

Witness statements provided this month	0	Witness statements YTD	34
Days in court this month	0	Days in court YTD Marine Drive not included	6.5

5.9.2 Current Month and Forthcoming Court Commitments

Outlet		Court location	Comments
Marine Drive (Civil)	11 / 12 Dec 06	Crown Court (Civil) London	Case ongoing
Aveley 2	11 December 06	Basildon Crown Court	Witness not required
Painters Ash	8 January 07	Maidstone Crown Court	Witness not required
Banbury Road	January 07	TBA	Awaiting Court

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			requirements
N Levenshulme	16 January 07 & 12 February 07	Manchester Crown Court	Witness required

5.9.3 Updates to Previous Months Prosecutions

Gaerwen	Defendant pleaded guilty.
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COMMERCIAL IN CONFIDENCE

6 OCTOBER SERVICE LEVEL PERFORMANCE

6.1 Horizon Service Desk

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Horizon Service Desk													
	80%		Calls answered within 30 seconds	81.1	79.3	90.2										
				8		Q4			Q1			Q2				Q3
	<10.0 secs		Average Time to Answer <10.0 seconds	8.2	9.0	8.0										
				8		Q4			Q1			Q2				Q3
	<5%		Calls not answered	5.4	5.0	5.0										
				5.4		Q4			Q1			Q2				Q3
	100%		Voicemail available outside HSD standard hours	100.0		Q4			Q1			Q2				Q3
				100.0		Q4			Q1			Q2				Q3
	100%		Voicemail calls raised next working day	100.0		Q4			Q1			Q2				Q3
				100.0		Q4			Q1			Q2				Q3
	>=85%		First Time Fix	8		88.0										
				8		Q4			Q1			Q2				Q3
	95%		Software incidents resolved by Reboot <=15 minutes	91		97.85										
				91		Q4			Q1			Q2				Q3
	100%		Software incidents resolved by Reboot <=30 minutes	99.49	99.90	99.77	99.74									
				99.49		Q4	99.88		Q1			Q2				Q3



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6.2 Engineering Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Branch Infrastructure - Call to Fix													
	95%	NO	Priority A - 4 hours (flexible structure)	63.0	61.8	64.5	62.1									
					Q4			Q1			Q2			Q3		
	95%	NO	Priority B - 8 hours (flexible structure)	76.3	72.4	N/A	N/A									
					Q4			Q1			Q2			Q3		
	95%	NO	Priority C - End of Next Business Day (flexible structure)	90.5	93.8	93.0	88.3									
					Q4			Q1			Q2			Q3		
	100%	NO	Priority A - 6 hours (flexible structure)	73.5	77.0	73.4	72.9									
					Q4			Q1			Q2			Q3		
	100%	NO	Priority B - 10 hours (flexible structure)	83.4	79.6	N/A	N/A									
					Q4			Q1			Q2			Q3		
	100%	NO	Priority C - End of Next Business Day + 2 hours (flexible structure)	91.7	95.1	93.9	89.1									
					Q4			Q1			Q2			Q3		
			Postshop Engineer - Call to Fix													
	100%	NO	Critical incident within 8 hours													
					Q4		10		Q1		Q2			Q3		
	100%	NO	Non-critical incident within 48 hours													
					Q4		10		Q1		Q2			Q3		

Priority B targets have now ceased as agreed.



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COMMERCIAL IN CONFIDENCE

6.3 Branch Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
	95%	NO	Branch Telecom Infrastructure - Call to Fix													
			Priority A - 4 hours (flexible structure)	96.1	97.3	97.4	97.3									
					Q4		TBC	Q1			Q2			Q3		
	95%	NO	Priority C - End of Next Business Day (flexible structure)	100.0	100.0	97.6	96.8									
					Q4		TBC	Q1			Q2			Q3		
	100%	NO	Priority A - 6 hours (flexible structure)	97.1	98.0	98.3	98.1									
					Q4		TBC	Q1			Q2			Q3		
	100%	NO	Priority C - End of next business day + 2 hours	100.0	100.0	100.0	96.8									
							TBC									
			Branch and Counter Availability													
	>99.80%	NO	Branch Availability during the Critical Period	TBC	TBC	TBC	TBC									
					Q4		TBC	Q1			Q2			Q3		
	>98.53%	NO	Counter Availability during the Critical Period	TBC	TBC	TBC	TBC									
					Q4		TBC	Q1			Q2			Q3		
	>99.43%	NO	Branch Availability during Post Office Core Day	99.80	99.7	99.7	99.8									
					Q4		TBC	Q1			Q2			Q3		
	>99.13%	LD	Counter Availability during Post Office Core Day	99.39	99.3	99.2	99.2									
					Q4		TBC	Q1			Q2			Q3		
			Banking & Related Services Reliability													
	99%	LD	Fixed Connection Reliability	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	99%	LD	ADSL Connection Reliability	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	97%	LD	Dialed Connection Reliability	100.0	99.0	100.0	100.0									
					Q4		99.9	Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.4 Central Network Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Network Availability													
	>=99.95%	NO	A&L Network Availability	100%	100.0	100.0										
			Banking Authorisation Agent Availability for Each Availability Period													
	<=1	NO	Number of PI outages >2 minutes for same bank	-	-	-			Q1		Q2					
				0		0.4			Q1		Q2					
	<=2	NO	Number of PI outages >2 minutes for different banks													
				0		0.4			Q1		Q2					



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COMMERCIAL IN CONFIDENCE

6.5 Data Centre Operations Service

6.5.1 Banking Transactions Time & DFD Outbound

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Banking & Related Services Transaction Times													
	<=2.5 secs	LD	Average time for Banking Transactions across Fixed, ADSL & Dialed Connections	0.37	0.37	0.37	0.37									
					Q4		0.37	Q1			Q2			Q3		
			DFD Outbound - APS All Clients													
	96.5%	LD	APS transactions delivered by 23:59hr Day B	99.8	99.5	99.8	99.7									
					Q4		99.7	Q1			Q2			Q3		
	97.5%	LD	APS transactions delivered by Day C	99.9	99.8	99.9	99.9									
					Q4		99.9	Q1			Q2			Q3		
	98.5%	LD	APS transactions delivered by Day D	99.9	99.9	99.9	99.9									
					Q4		99.9	Q1			Q2			Q3		
	100%	LD	APS transactions delivered by Day J	99.9	99.9	99.9	100.0									
					Q4		99.9	Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.5.2 Data File Delivery - LFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - LFS													
	97%	NO	Confirmation of pouch received at Branch by 22:00hr Day A	99.9	99.9	99.8	99.9									
					Q4		99.9	Q1			Q2			Q3		
	97.2%	LD	Confirmation of pouch received at Branch by Day B	99.9	99.9	99.9	99.9									
					Q4		99.9	Q1			Q2			Q3		
	100.0%	NO	Confirmation of pouch received at Branch by Day I	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	97%	NO	SAPADS Pouch collected from Branch by 22:00hr Day A	99.9	96.7	99.9	99.9									
					Q4		98.8	Q1			Q2			Q3		
	97.2%	NO	SAPADS Pouch collected from Branch by Day B	100.0	96.7	99.9	99.9									
					Q4		98.8	Q1			Q2			Q3		
	100.0%	NO	SAPADS Pouch collected from Branch by Day I	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	96.25%	NO	Daily Cash on Hand details to SAPADS by 23:59hr Day A	99.8	99.0	99.4	96.5									
					Q4		98.3	Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.5.3 Data Delivery – POL MIS & POLFS

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - POL MIS													
	96%	NO	Transaction records to TIP gateway by 03:00hr Day B	99.0	98.5	98.9	99.0									
					Q4		98.8	Q1			Q2			Q3		
	97%	NO	Transaction records to TIP gateway by 03:00hr Day C	99.7	99.7	99.7	99.7									
					Q4		99.7	Q1			Q2			Q3		
	98%	NO	Transaction records to TIP gateway by 03:00hr Day D	99.9	99.8	99.8	99.8									
					Q4		99.8	Q1			Q2			Q3		
	100%	NO	Transaction records to TIP gateway by 03:00hr Day J	99.9	99.9	99.9	100.0									
					Q4		99.9	Q1			Q2			Q3		
			DFD Outbound - POLFS													
	96%	NO	Transaction records loaded to configured POLFS by 07:30hr Day B	99.0	98.5	98.9	99.0									
					Q4		98.8	Q1			Q2			Q3		
	97%	NO	Transaction records loaded to configured POLFS by 07:30hr Day C	99.9	99.6	99.7	99.7									
					Q4		99.7	Q1			Q2			Q3		
	98%	NO	Transaction records loaded to configured POLFS by 07:30hr Day D	99.9	99.8	99.8	99.8									
					Q4		99.8	Q1			Q2			Q3		
	100%	NO	Transaction records loaded to configured POLFS by 07:30hr Day J	99.9	99.9	100.0	100.0									
					Q4		99.9	Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.5.4 DFD Outbound – Reconciliation, HR SAP, CTS & PO Client Files

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Outbound - Reconciliation & Settlement Reports to TIP gateway													
	<=2	NO	Delivery by 08:05hr Day B	0.0	0.0	0.0	0.0									
					Q4		0.0	Q1			Q2			Q3		
	100%	NO	Delivery by 12:00 (after failure in FS domain) or by 18:00 (after failure of DRSH or TES)	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
			DFD Outbound - Reconciliation Files													
	<=2	NO	Number of failures of REC file delivered to CAPO daily by 03:00hr	0.0	0.0	0.0	0.0									
					Q4		0.0	Q1			Q2			Q3		
	<=2	NO	Number of failures of REC file delivered to A&L daily by 03:00hr	0.0	0.0	0.0	0.0									
					Q4		0.0	Q1			Q2			Q3		
	100%	NO	REC files delivered to CAPO by 16:00hr on Day B	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	100%	NO	REC files delivered to A&L by 18:00hr on Day B	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
			DFD Outbound - HR SAP													
	100%	LD	HR SAP delivered to the POL gateway by 21:30hr on the Friday preceding the pay run date	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.5.5 DFD Inbound – LFS & Transactions Corrections File Delivery

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Inbound - LFS													
	90%	NO	SAPADS Planned Orders delivered by 08:00hr on Day A	86.8	94.0	98.3	95.0									
					Q4		95.8	Q1			Q2			Q3		
	96%	ARL	SAPADS Planned Orders delivered by 12:00hr on Day A	99.6	95.2	99.7	99.6									
					Q4		98.2	Q1			Q2			Q3		
			Delivery of transaction correction records to Branches available at 23:59:59hr Day A													
	90%	LD	Transaction corrections available by 08:00 on Day B	98.9	98.3	98.0	90.6									
					Q4		95.6	Q1			Q2			Q3		
	96%	LD	Transaction corrections available by 12:00 on Day B	99.9	99.8	99.8	99.8									
					Q4		99.8	Q1			Q2			Q3		
	100%	LD	Transaction corrections available by 23:59:59 on Day J	100.0	99.9	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.5.6 Central Systems, POLFS & TES Availability

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			Central Systems Availability													
	<=3 core hrs	NO	Outages in Core Hours where the Core Solution is unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0									
					Q4		0.0	Q1			Q2			Q3		
	<=8 core hrs	NO	Outages in Core Hours where the Core AND Banking Solutions are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0									
					Q4		0.0	Q1			Q2			Q3		
	<=14 core hrs	NO	Outages in Core Hours where the Core Solution AND Other Services are unavailable at >10% of Branches per SLT year	0.0	0.0	0.0	0.0									
					Q4		0.0	Q1			Q2			Q3		
	98.5%	NO	POL FS Availability POL FS Availability	100.0	100.0	100.0	95.0									
					Q4		98.3	Q1			Q2			Q3		
	>=4 hours	NO	POLFS shall not be unavailable to users on any single occasion during the service level management period	0	0	0	12									
					Q4		4	Q1			Q2			Q3		
	99.75%	NO	Transaction Enquiry Service TESQA availability between 07:00hr and 22:00hr for SLT calendar year	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	97%	NO	Transaction received in the data centre between 07:00 and 20:00 daily will be available within 15 mins on TESQA	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	100%	NO	If TES fails transaction received between 07:00 and 20:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	100%	NO	Transaction received in the data centre between 20:00 and 22:00 daily will be available within 40 mins on TESQA	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	100%	NO	If TES fails transaction received between 20:00 and 22:00 will be available within 2 hours on the TESQA	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
	100%	NO	Transaction received in the data centre between 22:00 and 07:00 daily will be available within 4 hours on TESQA	100.0	100.0	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		



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6.6 Reference Data Service

Ref	SLT	ARL		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07	Sep07
			DFD Inbound - APS Tariff data													
	96%	NO	APS reference data delivered by Day B	99.6	99.6	99.7	99.6									
					Q4		99.6	Q1			Q2			Q3		
	97%	NO	APS reference data delivered by Day C	99.7	99.8	99.8	99.8									
					Q4		99.8	Q1			Q2			Q3		
	98%	NO	APS reference data delivered by Day D	99.8	99.8	99.9	99.9									
					Q4		99.9	Q1			Q2			Q3		
	100%	NO	APS reference data delivered by Day J	99.9	99.9	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		
			DFD Inbound - Reference Data													
	96%	NO	Reference data delivered by Day B	99.6	99.6	99.7	99.8									
					Q4		99.7	Q1			Q2			Q3		
	97%	NO	Reference data delivered by Day C	99.7	99.7	99.8	99.8									
					Q4		99.8	Q1			Q2			Q3		
	98%	LD	Reference data delivered by Day D	99.8	99.8	99.9	99.9									
					Q4		99.9	Q1			Q2			Q3		
	100%	LD	Reference data delivered by Day J	99.9	99.9	100.0	100.0									
					Q4		100.0	Q1			Q2			Q3		



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COMMERCIAL IN CONFIDENCE

6.7 Reconciliation Service

Ref	SLT	AR		Sep06	Oct06	Nov06	Dec06	Jan07	Feb07	Mar07	Apr07	May07	Jun07	Jul07	Aug07
			Exception / Error Resolution												
	95%	NC	Banking & Related Services Priority Exceptions resolved in 5 hours or less	100.0	100.0										
					Q4				Q1			Q2			Q3
	95%	NC	BIM report issued within 5 working days												
					Q4				Q1			Q2			Q3
			Payment File Delivery to Merchant Acquirer (Debit Card)												
	by 12:00	LD	Payment file delivered to MA on the day following creation date of the file												
					Q4				Q1			Q2			Q3