

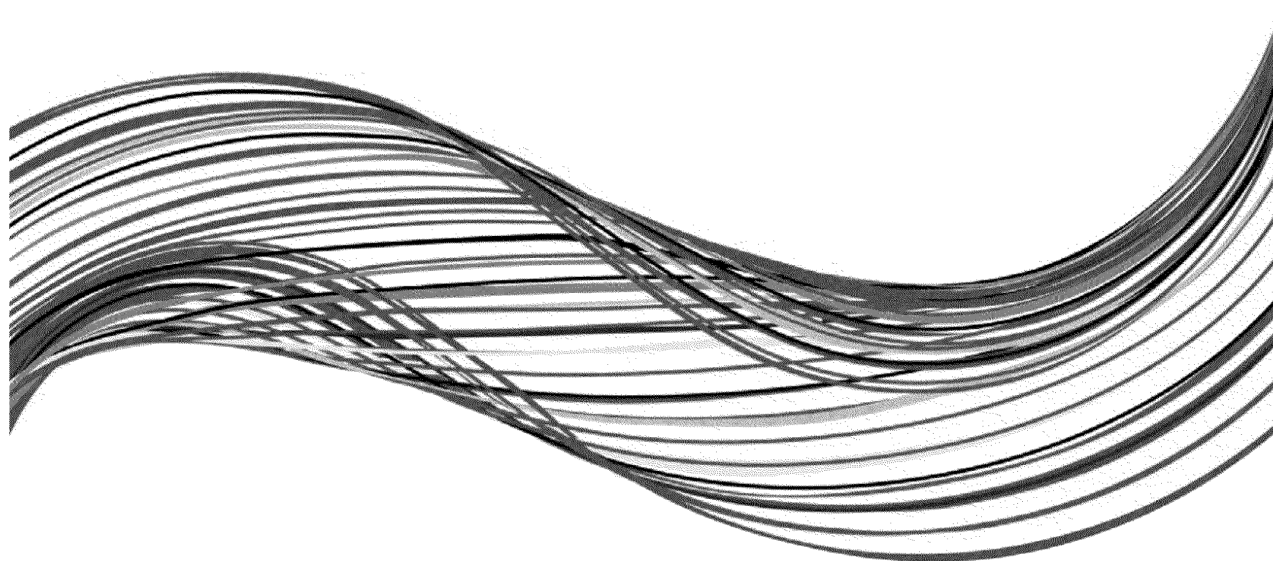


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# **Fujitsu Services Post Office Account**

## **Service Review Book**

**January 2007**





**SERVICE REVIEW BOOK**  
January 2007



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## Document Control

**Title:** Service Review Book – January 2007

**Abstract:** This document contains a summary of the Monthly Service Performance Statistics for the Period 1<sup>st</sup> to 31<sup>st</sup> January 2007

**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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**Approval Authority:** Naomi Elliott: Fujitsu Services, Post Office Account: Service Director



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# 1 MANAGEMENT SUMMARY

Within the Fujitsu Services domain for January 07 there no Major Incidents, one service affecting incident within the Fujitsu domain and 1 incident relating to VIP sites. Details are given in the Incident Overview below.

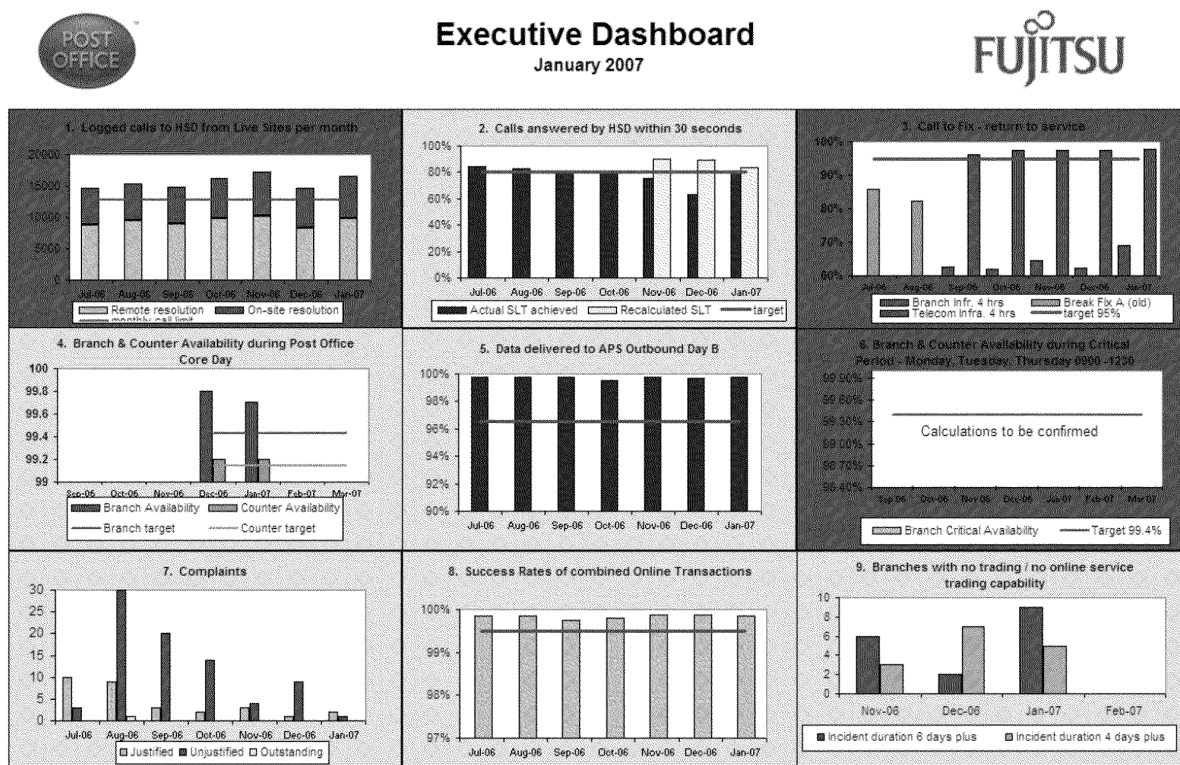
Branch and counter availability continue to remain above target at 99.7% and 99.2% respectively. 97 OBC changes were delivered in the month and all the OBC targets were exceeded with all OLAs met.

Incoming calls to the desk were at the expected level for the month, with hardware calls continuing at a high daily rate, but steady. The incoming call volumes continue to exceed the agreed levels and the associated SLTs have been recalculated accordingly.

Work continues to establish the effect of the replacement mail labels on the counter printer call volume. However the call volume remains high. The recovery plan for the Engineering SLTs is progressing slowly and the service levels have improved, but still give cause for concern. Joint work continues with all parties to build on and sustain the recovery, with workshops and Sense and Respond activities to support the action plans.

Progress is being made on improving the process for network fault resolutions, and an all-parties meeting was held, with follow up actions from BT to be pursued and a further meeting to be held in March.

A total of 76 complaints were received, 43 were passed to Fujitsu for information only, and 3 were for investigation and comment. Of these, 2 were agreed to be justified.





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## 2 Incident Overview

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Summary:</b>                                        | <p>Within the Fujitsu Services domain for January 2007 there were no Major Incidents. There was 1 further service affecting incident within the Fujitsu domain.</p> <p>There was 1 incident affecting VIP sites.</p> <p>There were 2 further service affecting incidents that were outside the Fujitsu domain.</p>                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Major Incidents:</b>                                | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Other incidents in Fujitsu Services domain:</b>     | <p><b>8<sup>th</sup> January.</b> There was an outage on the IPStream for Office and Home from 14:46 to 15:15. The issue was due to the LNS router "Hardy" suffering a 3 minute interface blip. This is understood to be due to a Cisco software fault that we expect to be fixed in a future Cisco software release. A maximum number of 1,560 branches were affected at point of failure; an average of 730 has been agreed for the purpose of calculating the outage hours of the incident for the SLT.</p> <p>Call E-0701080754 refers.</p>                                                                                                                                     |
| <b>VIP sites affected this month:</b>                  | <p><b>29<sup>th</sup> January.</b> VIP site Newcastle City 023329, failed at 16:49. Gateway replaced next day and back in service at 10:39. Call E-0701290912 refers.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Incidents that were outside the Fujitsu Domain:</b> | <p><b>5<sup>th</sup> January.</b> Link experienced failures, due to issues with the Yorkshire, Clydesdale and Northern Banks. 10% of all Link transactions were failing from 15:19 to 17:03. The issues were due to power outages at these banks. Call E-0701050616 refers.</p> <p><b>18<sup>th</sup> January.</b> There were several Post Offices without communications, due to storms and gales across the UK. The outages began at 12:40, with varying numbers of outlets down between then and 10:00 on 19/1, when the number failing were reduced to BAU levels. The volume peaked at 14:30 on 18/1 when there were 547 without communications. Call E-0701180448 refers.</p> |

### 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 |
|-------------------------|---------------------------------------------------------|--------------------------------------|-------------------------------------|-------------------------|
| 8 <sup>th</sup> January | LNS router "Hardy" suffering a 3 minute interface blip. | 1278 / 730                           | 639 / 365                           | E-0701080754            |
|                         |                                                         |                                      |                                     |                         |
|                         |                                                         |                                      |                                     |                         |

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## **3 Business Continuity**

### **3.1 Business Continuity Testing**

During January the Correspondence Server operational business continuity test was successfully completed.

Due to the high winds on Thursday 18<sup>th</sup> of January the Horizon Service Desk operational test was postponed. The test has been rescheduled for the 21<sup>st</sup> of February

Test 28.4 the POL-FS Central Host fail-over operational test was successfully conducted on the 6<sup>th</sup> of February.

Version 1.0 of the 2006 test report (CS/PLA/243) was formally returned to PVCS for approval and supplied to Post Office Limited.

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

### **3.2 Forthcoming Testing**

- The operational test for the HSD was rescheduled for the 21<sup>st</sup> of February
- The operational test for the AP Clients and EDG Gateway is planned for the 23<sup>rd</sup> of February.
- The operational test for the loss of the POL NDC is planned to commence on the 28<sup>th</sup> of February

### **3.3 Business Continuity Planning**

During January Version 6.0 of CS/PLA/079 the Horizon Services Business Continuity plan and Version 4.0 of CS/PLA/080 the Horizon Support Services Business Continuity plan which include changes for NS&I warrant encashment and MoneyGram services were issued.

Additionally, Version 3.0 of CS/PLA/059 the Bracknell 01 Disaster Recovery plan, version 1.0 of CS/MAN/012 Crisis Management Plan Quick Reference Guide and version 1.0 of CS/MAN/013 the Bracknell 01 Disaster Recovery Quick Reference Guide were registered in PVCS. These documents cover Bracknell 01 disaster recovery invocation.

During January initial work began on the production of the HNG-X Business Continuity Framework and HNG-X Services Business Continuity plan.

### **3.4 Business Continuity Incidents and Issues**

No Major Business Continuity Incidents were raised during January.

The LEW02 Disaster Recovery site implementation and commissioning progressed during January and significant progress was made with the Reference Data Host. Further issues have been experienced during the commissioning and testing of the LST rig. These are currently being investigated and may impact the initial operational test date for LEW02.



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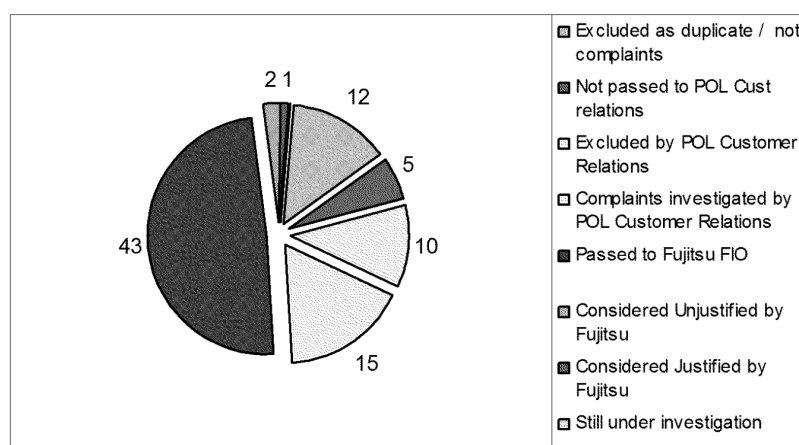


### 4 Complaints

During January, 76 complaints were logged about Fujitsu Services, with 3 standard complaints passed for comment to Fujitsu for formal investigation, an improvement of 7 on December's figure. 2 of these complaints were considered justified. Complaints about Fujitsu Services account for just 15.9% of all complaints received at the NBSC during January.

There was one High Profile Complaint in January, which was not considered justified.

#### Breakdown of Complaints



#### Justified Complaints

| Date POL/FS | in | Date Cleared | POL Ref    | Branch And Facia       | Code | Category/Reason For Complaint                          | Improvement Action                                                                                                                                |
|-------------|----|--------------|------------|------------------------|------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 02/01/07    |    | 02/01/07     | JH/DEC/048 | 252329 - Killingworth  |      | Printer toner split on branch carpet.                  | Engineers advised to take care when replacing Back Office Printers.<br><br>Branch advised to investigate price of cleaning carpet professionally. |
| 11/01/07    |    |              | DB/JAN021  | Ayleston Park - 156217 |      | Lack of information regarding printer fault resolution | Fujitsu Services Engineering are revising escalation and ETA policy. Engineering SIP in place                                                     |

#### High Profile Complaints

| Date POL/FS | in | Date Cleared | POL Ref | Branch And Facia     | Code | Category/Reason For Complaint                                        | Improvement Action                                                                                                                                                                                                                                                 |
|-------------|----|--------------|---------|----------------------|------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16/01/07    |    | 16/01/07     |         | 192026 - Queens Road |      | Level of service & information provided during online services fault | This complaint was not considered justified as the expectation was set for resolution of the fault & regular updates provided to the PM, although there was no progress to report as the call was with BT. Issues regarding updates from BT raised at BT workshop. |



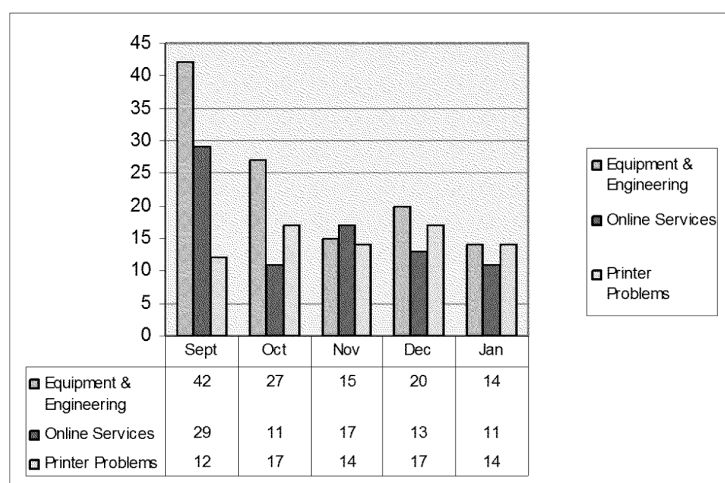
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### Top 3 Areas of complaints

- Engineer complaints (including 8 about response times) - 14
- Printer problems - 14 complaints, 4 of which were also complaining about the engineering service.
- On Line Services being unavailable - 11 complaints



### Commentary

The number of complaints logged against Fujitsu Services remains constant, with numbers investigated by NBSC Customer Relations remaining around 60, with only 3 complaints passed to Fujitsu Services for formal investigation, compared to 10 in December. There has been a reduction in the number of complaints in all top 3 areas.

### Engineering

The Engineering Service Improvement Plan continues to be the subject of focus, with weekly conference calls and Sense & Respond® analysis, particularly into the A priority faults. Setting branch expectation continues to be a focus area, and work is underway with Post Office to review communications to the network.

Despite minor supplier problems in January there was a slight decrease in the number of complaints logged for counter printers. Analysis is continuing into the root cause of the increase in counter printer faults, believed to be a change in the label specification, which is being investigated by Post Office Ltd and Royal Mail Group.

### Online Services

January saw the continuation of low volumes of solid down branches although there was a slight increase in the number of intermittent faults, caused by weather impacting the BT infrastructure. A meeting was held with BT, Post Office Ltd, Openreach & Fujitsu Services and the fault resolution processes and key issues were discussed. BT took away a number of actions and will propose potential solutions at a second meeting in March 07.

### Historical Breakdown of Complaints Data

|                                                            | Oct 06 | Nov 06 | Dec 06 | Jan 07 |  |
|------------------------------------------------------------|--------|--------|--------|--------|--|
| Total number of complaints logged against Fujitsu Services | 87     | 94     | 98     | 88     |  |
| Exclusions (duplicate / inappropriate)                     | 12     | 14     | 13     | 12     |  |
| Total number of actual complaints                          | 75     | 80     | 85     | 76     |  |

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|                                                                    | Oct 06 | Nov 06 | Dec 06 | Jan 07 |  |
|--------------------------------------------------------------------|--------|--------|--------|--------|--|
| Complaints passed to POL Customer Relations                        | 64     | 67     | 68     | 71     |  |
| Complaints excluded by POL Customer Relations (duplicate / chaser) | 4      | 9      | 4      | 10     |  |
| Total number of complaints investigated by POL Customer Relations  | 60     | 58     | 64     | 61     |  |
| Number of complaints passed For Information Only to Fujitsu        | 58     | 39     | 30     | 43     |  |
| Number passed to Fujitsu Services for formal investigation         | 2      | 7      | 10     | 3      |  |
| Number considered justified by Fujitsu Services                    | 2      | 3      | 1      | 2      |  |



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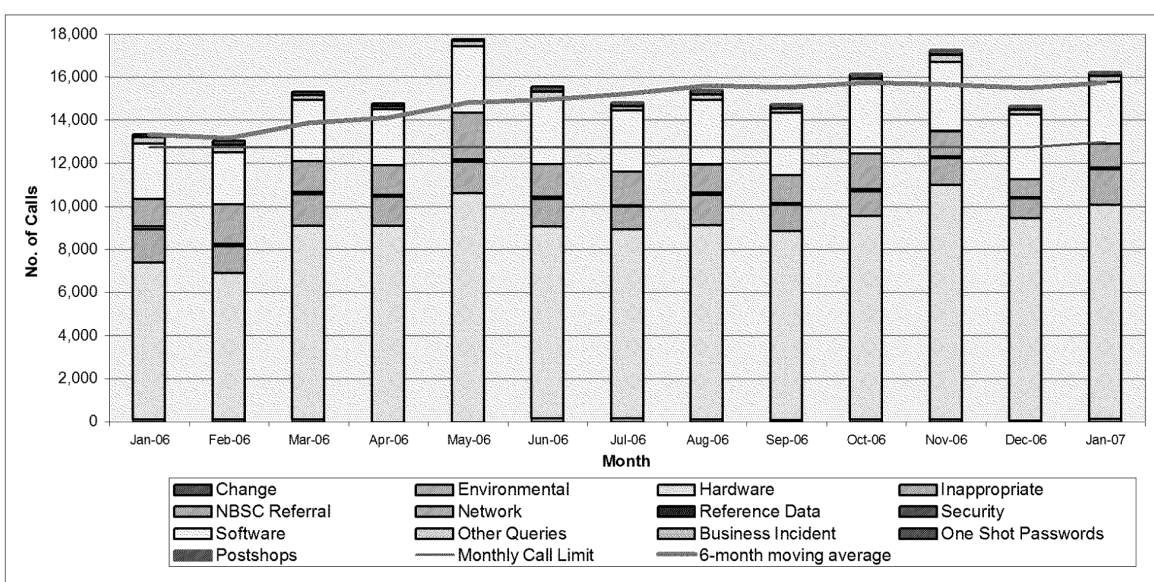
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## 5 Service Summary

### 5.1 Horizon Service Desk

The HSD saw an increase in the number of calls from Post Office Branches logged during January, with 16,229 calls logged at the desk compared to 14,680 in December, although the decrease in December was due to the shorter trading period. Hardware calls have increased but not to the levels seen in November and Network calls have also increased to normal run rate. Inappropriate calls were high in January, due to the Post Office Transcash issue, which was resolved by updating POL Reference Data.



|                        | Jan-06       | Feb-06       | Mar-06       | Apr-06       | May-06       | Jun-06       | Jul-06       | Aug-06       | Sep-06       | Oct-06       | Nov-06       | Dec-06       | Jan-07       |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Business Incident      | 0            |              |              |              | 2            |              |              |              |              |              |              |              |              |
| Change                 | 1            |              |              |              |              |              |              | 2            |              |              |              |              | 1            |
| Postshops              |              |              |              |              |              |              | 25           | 31           | 32           | 26           | 80           | 57           | 45           |
| Environmental          | 117          | 118          | 133          |              |              | 173          | 181          | 144          | 101          | 129          | 134          | 82           | 152          |
| Hardware               | 7272         | 6798         | 8956         | 9085         | 10609        | 8906         | 8755         | 8982         | 8735         | 9434         | 10855        | 9382         | 9926         |
| Inappropriate          | 1551         | 1238         | 1489         | 1358         | 1454         | 1271         | 1052         | 1408         | 1223         | 1142         | 1246         | 898          | 1654         |
| NBSC Referral          | 131          | 118          | 108          | 105          | 124          | 94           | 54           | 108          | 98           | 96           | 82           | 63           | 71           |
| Network                | 1274         | 1824         | 1408         | 1375         | 2161         | 1513         | 1563         | 1302         | 1298         | 1671         | 1170         | 837          | 1115         |
| Other Queries          | 287          | 352          | 210          | 152          | 249          | 400          | 197          | 247          | 194          | 234          | 327          | 229          | 260          |
| Reference Data         | 1            | 0            | 0            | 0            | 0            | 1            | 0            | 3            | 0            | 0            | 0            | 0            | 0            |
| Security               | 3            | 5            | 3            | 1            | 8            | 6            | 2            | 2            | 1            | 2            | 4            | 1            | 6            |
| One Shot Passwords     | 134          | 162          | 170          | 130          | 89           | 220          | 177          | 205          | 185          | 202          | 169          | 140          | 147          |
| Software               | 2571         | 2424         | 2847         | 2594         | 3068         | 2977         | 2843         | 2987         | 2896         | 3219         | 3199         | 2991         | 2853         |
| <b>Total Calls</b>     | <b>13342</b> | <b>13039</b> | <b>15324</b> | <b>14800</b> | <b>17764</b> | <b>15561</b> | <b>14849</b> | <b>15421</b> | <b>14763</b> | <b>16155</b> | <b>17266</b> | <b>14680</b> | <b>16229</b> |
| 6-month moving average | 13342        | 13191        | 13902        | 14126        | 14854        | 14972        | 15223        | 15620        | 15526        | 15752        | 15669        | 15522        | 15752        |
| Monthly Call Limit     | 12750        | 12750        | 12750        | 12750        | 12750        | 12750        | 12750        | 12750        | 12750        | 12750        | 12750        | 12750        | 13000        |

### Review of HSD SLTs

The calls answered within 30 seconds SLT was missed this month (79.47%), due to extremely high incoming call volumes on 2<sup>nd</sup> January due to the Post Office Transcash issue. The SLTs have been recalculated in accordance with section 2.3.2.1 of the Service Desk Service Description, and the reported figures are

|                                               | Actual | Recalculated |
|-----------------------------------------------|--------|--------------|
| Calls Answered within 30 seconds (Target 80%) | 79.47% | 83.61%       |
| Calls Abandoned (Target 5%)                   | 3.21%  | 2.57%        |



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### **Sense & Respond / Service Improvement Activities**

The HSD have been heavily involved in the Engineering Service Improvement Plan, reviewing the time an incident remains with the desk, before passing to a support group. The desk are analysing the data and producing Sense & Respond® control charts for each hardware component to assist in the identification of issues.

Work has also been undertaken on the VIP process to ensure that it is as effective and efficient as possible and monthly stats are produced of VIP reporting issues, which will allow proactive investigation into underlying root cause.



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### 5.2 Engineering Service

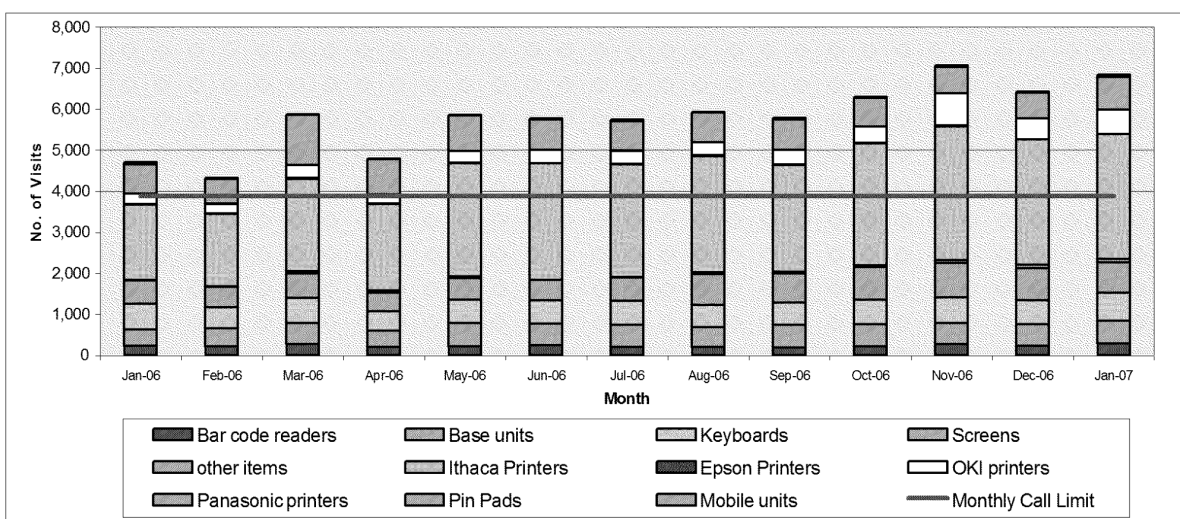
January 07 has seen engineering service calls remain in excess of 6,000. The number of Ithaca calls has remained consistent with the previous 3 months, and we have seen a substantial increase in the number of keyboard and pin pad replacements during the month. Compared to January 2006 these figures are typical and can be attributed to Branches ensuring faults are repaired after the busy December period. We expect to see a reduction in February to the more normal levels of September/October last year.

Despite the high volumes, January has seen a steady increase in SLT conformance over December with the A priority 4 hour target up by nearly 7% at 68.9% and the C priority 6 hour target up by more than 4% to 92.4%. The removal of counter printer faults from the latter failure would improve this to 94.9%.

To address the performance of A priorities there is now a specific service improvement plan in place, among the items being addressed are the build times of base units. A CP is being raised to impact the removal of the training application from the Horizon build, thus reducing the size of the messagestore and improving the build time for re-configurations. Work is also under way to reduce the OTI transfer times of calls thus giving the engineering workforce more of the 4 hour SLT to attend and resolve.

Both the Branch and Counter availability targets for the month were conformant.

#### Engineering Branch Visits



|                          | Jan-06      | Feb-06      | Mar-06      | Apr-06      | May-06      | Jun-06      | Jul-06      | Aug-06      | Sep-06      | Oct-06      | Nov-06      | Dec-06      | Jan-07      |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Bar code readers         | 223         | 217         | 268         | 201         | 215         | 236         | 185         | 185         | 183         | 217         | 275         | 227         | 290         |
| Base units               | 412         | 435         | 509         | 393         | 564         | 540         | 558         | 490         | 549         | 538         | 511         | 522         | 544         |
| Mobile units             | 54          | 21          | 9           | 21          | 17          | 32          | 41          | 28          | 36          | 37          | 52          | 34          | 42          |
| Keyboards                | 615         | 504         | 614         | 473         | 568         | 563         | 573         | 546         | 543         | 594         | 610         | 577         | 681         |
| Ithaca Printers          | 1814        | 1752        | 2254        | 2109        | 2756        | 2825        | 2735        | 2827        | 2604        | 2960        | 3251        | 3047        | 3033        |
| Epson printers           | 24          | 11          | 15          | 11          | 11          | 13          | 16          | 19          | 20          | 15          | 22          | 3           | 2           |
| OKI printers             | 250         | 236         | 314         | 224         | 279         | 314         | 316         | 322         | 347         | 398         | 778         | 514         | 586         |
| Panasonic printers       | 1           | 5           | 1           | 1           | 1           | 3           | 1           | 2           | 1           | 1           | 3           | 0           | 0           |
| Pin Pads                 | 712         | 600         | 1226        | 844         | 870         | 734         | 720         | 712         | 739         | 695         | 634         | 612         | 808         |
| Screens                  | 569         | 494         | 596         | 464         | 527         | 487         | 570         | 757         | 712         | 792         | 847         | 797         | 741         |
| other items              | 18          | 33          | 49          | 41          | 43          | 15          | 19          | 33          | 36          | 43          | 74          | 77          | 88          |
| <b>TOTAL</b>             | <b>4692</b> | <b>4308</b> | <b>5855</b> | <b>4782</b> | <b>5851</b> | <b>5762</b> | <b>5734</b> | <b>5921</b> | <b>5770</b> | <b>6290</b> | <b>7057</b> | <b>6410</b> | <b>6815</b> |
| Epson to OKI exchanges   | 16          | 14          | 12          | 12          |             | 12          | 9           | 7           | 10          | 10          | 37          | x           | x           |
| Average Daily Visit Rate | 204         | 196         | 234         | 203         | 254         | 240         | 244         | 257         | 246         | 262         | 294         | 298         | 284         |
| Monthly Call Limit       | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        | 3875        |

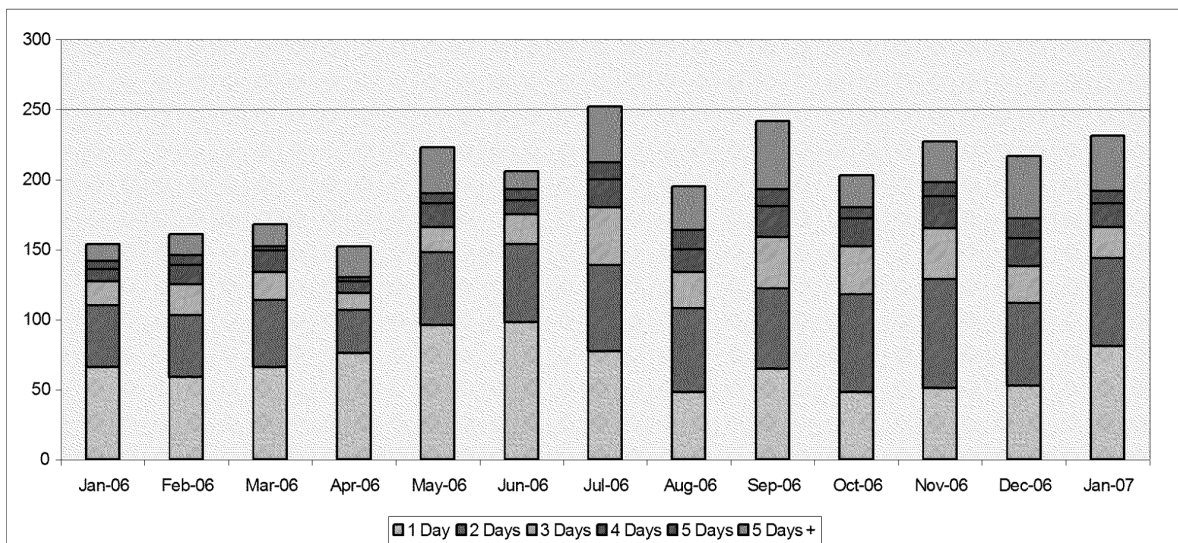


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### Gateway Replacements



| Number of Gateways replaced by Engineers following call raised by PO Branch |                                     |       |        |       |        |       |        |       |        |      |          |       |       |
|-----------------------------------------------------------------------------|-------------------------------------|-------|--------|-------|--------|-------|--------|-------|--------|------|----------|-------|-------|
| month                                                                       | Actual Elapsed Time of call in days |       |        |       |        |       |        |       |        |      |          |       | Total |
|                                                                             | 1 Day                               |       | 2 Days |       | 3 Days |       | 4 Days |       | 5 Days |      | 5 Days + |       |       |
| Jan-06                                                                      | 66                                  | 42.9% | 44     | 28.6% | 17     | 11.0% | 9      | 5.8%  | 6      | 3.9% | 12       | 7.8%  | 154   |
| Feb-06                                                                      | 59                                  | 36.6% | 44     | 27.3% | 22     | 13.7% | 14     | 8.7%  | 7      | 4.3% | 15       | 9.3%  | 161   |
| Mar-06                                                                      | 66                                  | 39.3% | 48     | 28.6% | 20     | 11.9% | 15     | 8.9%  | 3      | 1.8% | 16       | 9.5%  | 168   |
| Apr-06                                                                      | 76                                  | 50.0% | 31     | 20.4% | 12     | 7.9%  | 8      | 5.3%  | 3      | 2.0% | 22       | 14.5% | 152   |
| May-06                                                                      | 96                                  | 43.0% | 52     | 23.3% | 18     | 8.1%  | 17     | 7.6%  | 7      | 3.1% | 33       | 14.8% | 223   |
| Jun-06                                                                      | 98                                  | 47.6% | 56     | 27.2% | 21     | 10.2% | 10     | 4.9%  | 8      | 3.9% | 13       | 6.3%  | 206   |
| Jul-06                                                                      | 77                                  | 30.6% | 62     | 24.6% | 41     | 16.3% | 20     | 7.9%  | 12     | 4.8% | 40       | 15.9% | 252   |
| Aug-06                                                                      | 48                                  | 24.6% | 60     | 30.8% | 26     | 13.3% | 16     | 8.2%  | 14     | 7.2% | 31       | 15.9% | 195   |
| Sep-06                                                                      | 65                                  | 26.9% | 57     | 23.6% | 37     | 15.3% | 22     | 9.1%  | 12     | 5.0% | 49       | 20.2% | 242   |
| Oct-06                                                                      | 48                                  | 23.6% | 70     | 34.5% | 34     | 16.7% | 20     | 9.9%  | 8      | 3.9% | 23       | 11.3% | 203   |
| Nov-06                                                                      | 51                                  | 22.5% | 78     | 34.4% | 36     | 15.9% | 23     | 10.1% | 10     | 4.4% | 29       | 12.8% | 227   |
| Dec-06                                                                      | 53                                  | 24.4% | 59     | 27.2% | 26     | 12.0% | 20     | 9.2%  | 14     | 6.5% | 45       | 20.7% | 217   |
| Jan-07                                                                      | 81                                  | 35.1% | 63     | 27.3% | 22     | 9.5%  | 17     | 7.4%  | 9      | 3.9% | 39       | 16.9% | 231   |

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## 5.3 Branch Network Services / Central Network

### Branch Network Services

During December there were 1,115 calls logged across all Network Types.

The 'Priority A – 6 hours' SLT saw 19 failures from a total of 1,001 closed calls measured. The 98.1% achievement was the same as for December.

The 'Priority C – 6 hours' SLT saw 2 failures from 50 calls – an achievement of 96%.

After investigation into the failures above it has been 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. We are currently in preparation of moving the onus of managing any Network related incident into the CMT (Comms Management Team). This will allow the team to directly focus their efforts on progression of each individual incident and manage to resolution. This will include more focus on call handling and engineering attendance. It is expected that these changes will take effect from 26/02/07.

#### Other issues in January

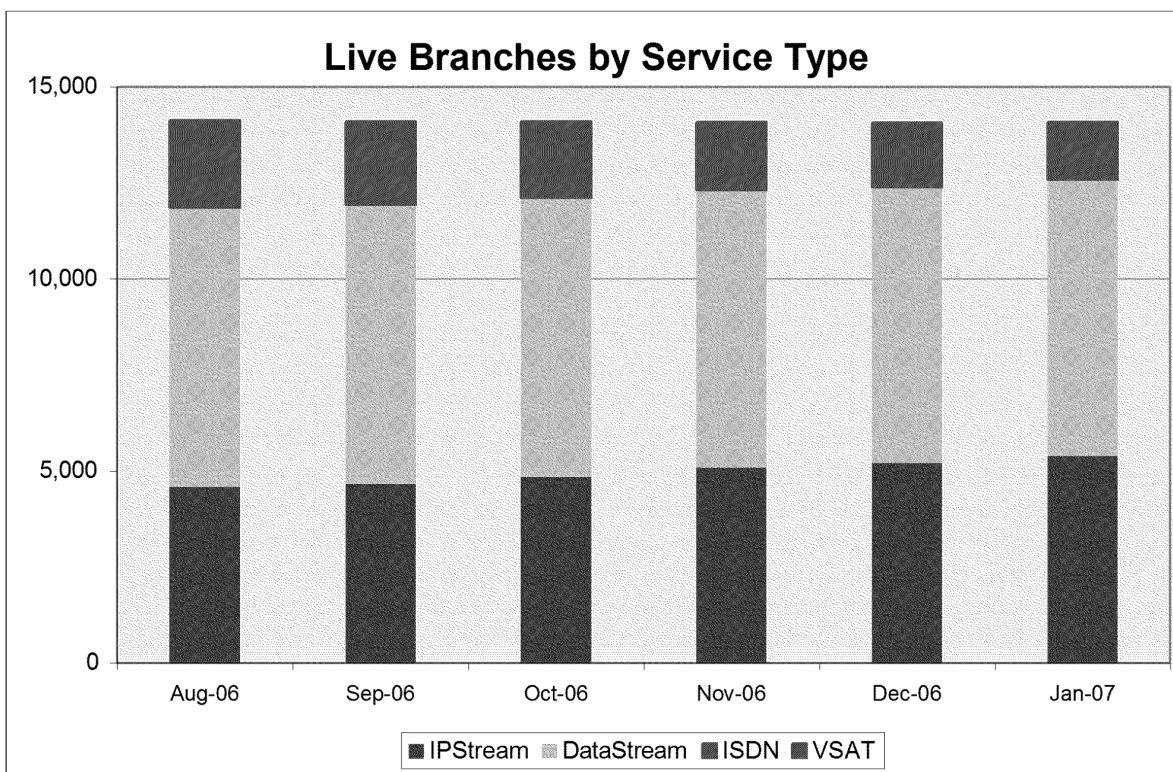
We have continued to receive a high number of ADSL/IP service cease notifications being processed by BT due to Branch Manager's activity. We are continuing to progress this issue with assistance from POL, C&W and internal SDU's.

### Central Network

This month a total of 1,115 network calls were received at the HSD. The average network banking transaction times have improved slightly reflecting the migration of slower ISDN and VSAT branches to the faster ADSL IPStream and VSAT-BB networks. There has also been good progress on several internal projects to simplify and improve the central network.

### BRANCH & COUNTER NUMBERS at Month End

|                      |               |
|----------------------|---------------|
| <b>Live Branches</b> | <b>14,077</b> |
| <b>Live Counters</b> | <b>34,516</b> |

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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  | 5,390  |
| DataStream | 7,297  | 7,269  | 7,287  | 7,214  | 7,199  | 7,183  |
| ISDN       | 2,130  | 2,046  | 1,852  | 1,680  | 1,578  | 1,422  |
| VSAT       | 135    | 135    | 132    | 113    | 96     | 82     |
| TOTALS     | 14,129 | 14,105 | 14,100 | 14,097 | 14,070 | 14,077 |



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### 5.4 Operational Branch Change Service

January 07 has seen another wholly conformant month against OLA's.

|                                   | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 | Jul-06 | Aug-06 | Sep-06 | Oct-06 | Nov-06 | Dec-06 | Jan-07 | Cumulative |
|-----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| TARGET MINUS CLOSURES (4%)        | 2.5%   | 3.4%   | 5.2%   | 4.1%   | 2.5%   | 8.7%   | 3.4%   | 1.1%   | 0.9%   | 2.3%   | 2.5%   | 1.3%   | 3.1%       |
| TOTAL FAILURES (5%)               | 2.2%   | 3.9%   | 4.6%   | 4.1%   | 2.0%   | 6.0%   | 3.0%   | 2.5%   | 3.0%   | 2.0%   | 3.7%   | 2.2%   | 2.9%       |
| FAILURES (number)                 | 5      | 9.5    | 7      | 6      | 3      | 8      | 9      | 6.5    | 4      | 3      | 2      | 2      | 69.5       |
| FAILURES (Ex Line Plant) (4%)     | 2.2%   | 3.1%   | 3.9%   | 4.1%   | 2.0%   | 6.0%   | 3.0%   | 1.0%   | 0.8%   | 2.0%   | 1.9%   | 1.1%   | 2.4%       |
| FAILURES (Ex Line Plant) (number) | 5      | 7.5    | 6      | 6      | 3      | 8      | 9      | 2.5    | 1      | 3      | 1      | 1      | 57.5       |
| FAILURES - JOINT (%)              | 0.0%   | 0.4%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.7%   | 0.4%   | 0.0%   | 0.0%   | 0.0%   | 0.0%   | 0.3%       |
| FAILURES - JOINT (number)         | 0      | 1      | 0      | 0      | 0      | 0      | 2      | 1      | 0      | 0      | 0      | 0      | 7          |
| NORMAL BUSINESS INCIDENT          | 0      | 2      | 1      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 4          |
| NUMBER OF CHANGES DELIVERED       | 242    | 260    | 164    | 185    | 160    | 140    | 304    | 268    | 142    | 169    | 60     | 97     | 2191       |

#### Failures.

Calthorpe House CTO – OBC Team data processing error

Aldermaston Serve Site – Line Plant works required

#### Corrective Actions.

Currently the OBC20 submission form is under review to edit the format, making it less cumbersome to use, easier to submit and smaller in size for ease of communication. It is expected that this will be ready for use at the start of the new financial year. This will further ensure administrative errors are limited.

Conference calls between Fujitsu OBC and Post Office CAT will be initiated if issues become apparent that may effect "Open to Public" dates.

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| January '07                                | Week<br>1 | Week<br>2 | Week<br>3 | Week<br>4 | Week<br>5 | Monthly<br>Totals |
|--------------------------------------------|-----------|-----------|-----------|-----------|-----------|-------------------|
| Number of<br>calls received                | 7         | 14        | 15        | 3         | 6         | 45                |
| Number of<br>calls resolved<br>in 8 hours  | 7         | 14        | 14        | 3         | 6         | 44                |
| Number of<br>calls resolved<br>in next day | 0         | 0         | 1         | 0         | 0         | 1                 |
| Number of<br>Hardware<br>faults            | 2         | 6         | 9         | 1         | 1         | 19                |
| Number of<br>software<br>faults            | 5         | 8         | 6         | 2         | 5         | 26                |
| Number of<br>outstanding<br>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 January 07.

Throughout the month there was a total of 185 operational changes, 169 made by Post Office Account and 16 by Post Office Limited 3<sup>rd</sup> parties, there were no service impacts as a result of those changes being implemented

The final electrical maintenance work has been completed in the Bootle Data Centre, 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 2 amber and 18 green risks.

There are two key activities taking place during the month of February, there is the planned migration from frame relay circuits to IP Select circuits for TIP gateways within the Wigan and Bootle Data Centres and Huthwaite.

The second activity is the planned decommission of the EMC Centerra generation one disks arrays which are used as part of the audit/ prosecution service and will be replaced with generation four arrays.

#### 5.6.1 Day J Failures

DFD Outbound figures were impacted by a total of 3 No Lets this month. This resulted in 2 Day J targets failing, however the APS Outbound Day J target passed as there were no APS transactions from any of these 3 Branches during the down periods detailed below.

##### 203859 – 14 Days late – Problem still ongoing

This outlet is only open on Mondays from 15:00 to 17:00. A call was logged on 16th January, however the PM was un-contactable for a visit until the 29th. The engineer attended on 29th January and identified that DR could not be performed because the gateway was down. The engineer subsequently had to order a luggable. The PM then suggested that the engineer could not return until 5th February due to holidays. This issue is still ongoing due to spares problems concerning the luggable. Whilst we endeavour to ensure that luggables are strategically placed there is still a recognised shortage. The PHU2 is currently being developed and a CP has been initiated to this effect. It is anticipated that the PHU2 solution will replace a percentage of Luggable Branches thus increasing the loop stock to FMS

##### 118845 – 13 Days late – Problem resolved, site now health checking

PM called with no online services on 18/12. BT were appointed to attend site on 21/12 and finally resolved an underground cable fault on 27/12. The call then went to FMS who did various kit replacements and resolved on 24/1. DR Call logged, but due to spares issues FMS had to wait for original fault to be resolved on 24/1.

##### 209840 10 Days late – Problem resolved, site now health checking

This fault was first reported on 20<sup>th</sup> January. The engineer was unable to attend until 26<sup>th</sup> as spares in the area were on back order. Whole Unit Spare Luggable arrived on 26th and engineer fitted, however a further hardware fault became evident and a replacement Luggable screen was required, this was then ordered and a fix was completed on 30/1. During this time a Day J DR could not be completed due to the BU being faulty. This site is in Inverness and whilst we endeavour to ensure that Luggables are strategically placed there is still a recognised shortage. The PHU2 is currently being developed and a CP has been initiated to this effect. It is anticipated that the PHU2 solution will replace a percentage of Luggable Branches thus increasing the loop stock to FMS

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## 5.7 Reconciliation Service

There were 21 Reconciliation incidents cleared during January.

This is 3 less than that reported in December 06.

There was only 1 priority incident and that was cleared within the 8 hour response SLT.

The remaining 20 incidents were cleared within the 5 day response SLT.

## 5.8 Reference Data & Message Broadcast Service

RDT noticed in mid January that the HR SAP calendar was about to expire and there was no indication that POL were taking steps to provide a new calendar. It was later found that POL were under the impression that they didn't need to provide the calendar until towards the end of the first missing period.

POL then tried to submit a calendar which would have created a Period 13 but the system had never been proven for this period and it was found that the logic assumes that there are only 12 periods in any year. Eventually new data was provided and released to the Live estate.

There may be a need to handle a period 13 next year but if this is required it will almost certainly require a change request. We will be looking to POL to provide the calendar in 2008 a little earlier.

Nothing to report on MBS

## 5.9 Security Service

### Automated Key Refresh

An average of 29 branches a day were selected for key refresh while the key refresh algorithm was turned on for this month resulting in a total of 898 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, but the Moneygram password was successfully changed on the 25th Jan.

### 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 |
|-----------------------|--------------|--------------|-------------|
| 73                    | 600          | 614          | 11          |
| Query Days this month | YTD Contract | Received YTD |             |
| 1494                  | 12500        | 12669        |             |



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### Banking Record Queries

| Received this month | YTD Contract | Received YTD | Outstanding |
|---------------------|--------------|--------------|-------------|
| 26                  | 83           | 86           | 0           |

| Witness statements provided this month | 1 | Witness statements YTD | 35   |
|----------------------------------------|---|------------------------|------|
| Days in court this month               | 8 | Days in court YTD      | 14.5 |

### 5.10 Current Month and Forthcoming Court Commitments

| Outlet        | Date                       | Court location         | Comments                                              |
|---------------|----------------------------|------------------------|-------------------------------------------------------|
|               |                            |                        |                                                       |
| Painters Ash  | 8 January 07               | Maidstone Crown Court  | Witness not required                                  |
| Banbury Road  | January 07                 | TBA                    | Awaiting Court requirements                           |
| Donnington    | 29 January 2007            | Shrewsbury Crown Court | 2 witnesses attended court, but not called            |
| N Levenshulme | 12 February 07 & 21 May 07 | Manchester Crown Court | Witness required                                      |
| Southfields   | 5 March 07                 | Kingston Crown Court   | Trial re-scheduled from November 06. Witness required |

### 5.11 Updates to Previous Months Prosecutions

| Outlet           | Comments                                               |
|------------------|--------------------------------------------------------|
| Marine Drive     | Concluded                                              |
| Civil High Court |                                                        |
| Dec / Jan        | To pay deficit to PO and all legal costs total = £225k |
|                  |                                                        |
|                  |                                                        |



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## 6 JANUARY SERVICE LEVEL PERFORMANCE

### 6.1 Horizon Service Desk

| Ref | SLT           | ARI |                                                          | Sep06 | Oct06 | Nov06 | Dec06 | Jan07 | Feb07 | Mar07 | Apr07 | May07 | Jun07 | Jul07 | Aug07 |
|-----|---------------|-----|----------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     | 80%           |     | Horizon Service Desk<br>Calls answered within 30 seconds | 80.1  | 79.3  | 90.2  | 89.1  |       |       |       |       |       |       |       |       |
|     |               |     |                                                          |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       | Q3    |
|     | <10.0<br>secs |     | Average Time to Answer <10.0 seconds                     | 9.7   | 9.5   | Q4    | 8.1   |       | Q1    |       |       | Q2    |       |       | Q3    |
|     | <5%           |     | Calls not answered                                       |       |       |       |       |       |       |       |       |       |       |       |       |
|     |               |     |                                                          | 2.4   |       | Q4    | 2.1   |       | Q1    |       |       | Q2    |       |       | Q3    |
|     | 100%          |     | Voicemail available outside HSD stand hours              |       |       | 100.0 |       |       |       |       |       |       |       |       |       |
|     |               |     |                                                          | 100.0 |       | Q4    | 100.0 |       | Q1    |       |       | Q2    |       |       | Q3    |
|     | 100%          |     | Voicemail calls raised next working day                  |       |       | 100.0 |       |       |       |       |       |       |       |       |       |
|     |               |     |                                                          | 100.0 |       | Q4    | 100.0 |       | Q1    |       |       | Q2    |       |       | Q3    |
|     | >=85%         |     | First Time Fix                                           |       |       | 88.0  |       |       |       |       |       |       |       |       |       |
|     |               |     |                                                          |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       | Q3    |
|     | 95%           |     | Software incidents resolved by Reboot minutes            | 99.54 | 97.42 | 97.95 | 97.1  |       |       |       |       |       |       |       |       |
|     |               |     |                                                          |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       | Q3    |
|     | 100%          |     | Software incidents resolved by Reboot minutes            | <=30  | 99.49 | 99.90 | 99.77 | 99.74 |       |       |       |       |       |       |       |
|     |               |     |                                                          |       |       | Q4    | 99.80 |       | 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 |
|-----|------|-----|----------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |      |     | <b>Branch Infrastructure - Call to Fix</b>                           |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 95%  | NO  | Priority A - 4 hours (flexible structure)                            | 63.0  | 61.8  | 64.5  | 62.1  | 68.9  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                      |       | Q4    |       |       |       | Q1    |       |       | Q2    |       |       | Q3    |       |
|     | 95%  | NO  | Priority B - 8 hours (flexible structure)                            | 76.3  | 72.4  | N/A   | 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  | 92.4  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                      |       | Q4    |       | TBC   |       | Q1    |       |       | Q2    |       |       | Q3    |       |
|     | 100% | NO  | Priority A - 6 hours (flexible structure)                            | 75.0  | 77.0  | 79.4  | 79.9  | 82.6  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                      |       | Q4    |       | TBC   |       | Q1    |       |       | Q2    |       |       | Q3    |       |
|     | 100% | NO  | Priority B - 10 hours (flexible structure)                           | 83.4  | 70.6  | N/A   | 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  | 93.0  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                      |       | Q4    |       | TBC   |       | Q1    |       |       | Q2    |       |       | Q3    |       |
|     | 100% | NO  | <b>Postshop Engineer - Call to Fix</b>                               |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     |      |     | Critical incident within 8 hours                                     |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       | Q3    |       |
|     | 100% | NO  | Non-critical incident within 48 hours                                |       |       | 100.0 |       |       | Q1    |       |       | Q2    |       |       | Q3    |       |
|     |      |     |                                                                      |       | Q4    |       |       |       |       |       |       |       |       |       |       |       |

Priority B targets have now ceased as agreed.



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## 6.3 Branch Network Service

| Ref | SLT     | ARL |                                                            | Sep06 | Oct06 | Nov06 | Dec06 | Jan07 | Feb07 | Mar07 | Apr07 | May07 | Jun07 | Jul07 | Aug07 | Sep07 |
|-----|---------|-----|------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     | 95%     | NO  | <b>Branch Telecom Infrastructure - Call to Fix</b>         |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     |         |     | Priority A - 4 hours (flexible structure)                  | 96.1  | 97.3  | 97.4  | 97.3  | 97.6  |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       | Q4    |       | TBC   |       | Q1    |       | Q2    |       |       | Q3    |       |       |
|     | 95%     | NO  | Priority C - End of Next Business Day (flexible structure) | 100.0 | 100.0 | 97.6  | 96.8  | 96.0  |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       | Q4    |       | TBC   |       | Q1    |       | Q2    |       |       | Q3    |       |       |
|     | 100%    | NO  | Priority A - 6 hours (flexible structure)                  | 97.1  | 98.0  | 98.3  | 98.1  | 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  | 96.0  |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       |       |       | TBC   |       |       |       |       |       |       |       |       |       |
|     |         |     | <b>Branch and Counter Availability</b>                     |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | >99.80% | NO  | Branch Availability during the Critical Period             | TBC   | TBC   | TBC   | TBC   | TBC   |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       | Q4    |       | TBC   |       | Q1    |       | Q2    |       |       | Q3    |       |       |
|     | >98.53% | NO  | Counter Availability during the Critical Period            | TBC   | 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  | 99.7  |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       | Q4    |       | TBC   |       | Q1    |       | Q2    |       |       | Q3    |       |       |
|     | >99.13% | LD  | Counter Availability during Post Office Core Day           | 99.39 | 99.3  | 99.2  | 99.2  | 99.2  |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       | Q4    |       | TBC   |       | Q1    |       | Q2    |       |       | Q3    |       |       |
|     |         |     | <b>Banking &amp; Related Services Reliability</b>          |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 99%     | LD  | Fixed Connection Reliability                               | 100.0 | 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 | 100.0 |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       | Q4    |       | 100.0 |       | Q1    |       | Q2    |       |       | Q3    |       |       |
|     | 97%     | LD  | Dialed Connection Reliability                              | 100.0 | 99.0  | 100.0 | 100.0 | 100.0 |       |       |       |       |       |       |       |       |
|     |         |     |                                                            |       | Q4    |       | 99.0  |       | Q1    |       | Q2    |       |       | Q3    |       |       |



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## 6.4 Central Network Service

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



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## 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 |
|-----|------------|-----|-------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |            |     | <b>Banking &amp; Related Services Transaction Times</b>                       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | <=2.5 secs | LD  | Average time for Banking Transactions across Fixed, ADSL & Dialed Connections | 0.37  | 0.37  | 0.37  | 0.37  | 0.36  |       |       |       |       |       |       |       |       |
|     |            |     |                                                                               |       | Q4    |       | 0.37  | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     |            |     | <b>DFD Outbound - APS All Clients</b>                                         |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 96.5%      | LD  | APS transactions delivered by 23:59hr Day B                                   | 99.8  | 99.5  | 99.8  | 99.7  | 99.8  |       |       |       |       |       |       |       |       |
|     |            |     |                                                                               |       | Q4    |       | 99.7  | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | 97.5%      | LD  | APS transactions delivered by Day C                                           | 99.9  | 99.8  | 99.9  | 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  | 99.9  |       |       |       |       |       |       |       |       |
|     |            |     |                                                                               |       | Q4    |       | 99.9  | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | 100%       | LD  | APS transactions delivered by Day J                                           | 99.9  | 99.9  | 99.9  | 100.0 | 100.0 |       |       |       |       |       |       |       |       |
|     |            |     |                                                                               |       | Q4    |       | 99.9  | Q1    |       |       | Q2    |       |       | Q3    |       |       |



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## 6.5.2 Data File Delivery - LFS

| Ref | SLT    | ARL |                                                           | Sep06 | Oct06 | Nov06 | Dec06 | Jan07 | Feb07 | Mar07 | Apr07 | May07 | Jun07 | Jul07 | Aug07 | Sep07 |
|-----|--------|-----|-----------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |        |     | <b>DFD Outbound - LFS</b>                                 |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 97%    | NO  | Confirmation of pouch received at Branch by 22:00hr Day A | 99.9  | 99.9  | 99.8  | 99.9  | 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  | 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 | 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  | 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  | 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 | 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  | 99.7  |       |       |       |       |       |       |       |       |
|     |        |     |                                                           |       | Q4    |       | 98.3  | Q1    |       |       | Q2    |       |       | Q3    |       |       |



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### 6.5.3 Data Delivery – POL MIS & POLFS

| Ref | SLT  | ARL |                                                                 | Sep06 | Oct06 | Nov06 | Dec06 | Jan07 | Feb07 | Mar07 | Apr07 | May07 | Jun07 | Jul07 | Aug07 | Seq |
|-----|------|-----|-----------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|
|     |      |     | <b>DFD Outbound - POL MIS</b>                                   |       |       |       |       |       |       |       |       |       |       |       |       |     |
|     | 96%  | NO  | Transaction records to TIP gateway by 03:00hr Day B             | 99.0  | 98.5  | 98.5  | 99    |       |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       |       | Q3  |
|     | 97%  | NO  | Transaction records to TIP gateway by 03:00hr Day C             | 99.1  | 99.1  | 99.1  | 99    |       |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       |       | Q3  |
|     | 98%  | NO  | Transaction records to TIP gateway by 03:00hr Day D             |       |       |       |       |       |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    | 99    |       | Q1    |       |       | Q2    |       |       |       | Q3  |
|     | 100% | NO  | Transaction records to TIP gateway by 03:00hr Day J             | 99.9  | 99.9  | 99.9  |       | 99.9  |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    | 99.9  |       | Q1    |       |       | Q2    |       |       |       | Q3  |
|     |      |     | <b>DFD Outbound - POLFS</b>                                     |       |       |       |       |       |       |       |       |       |       |       |       |     |
|     | 96%  | NO  | Transaction records loaded to configured POLFS by 03:30hr Day B |       |       |       |       |       |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    | 99    |       | Q1    |       |       | Q2    |       |       |       | Q3  |
|     | 97%  | NO  | Transaction records loaded to configured POLFS by 03:30hr Day C |       |       | 99.7  |       |       |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       |       | Q3  |
|     | 98%  | NO  | Transaction records loaded to configured POLFS by 03:30hr Day D |       |       | 99.8  |       |       |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    |       |       | Q1    |       |       | Q2    |       |       |       | Q3  |
|     | 100% | NO  | Transaction records loaded to configured POLFS by 03:30hr Day J | 99.9  | 99.9  | 100.0 | 100   | 99.9  |       |       |       |       |       |       |       |     |
|     |      |     |                                                                 |       |       | Q4    | 99.9  |       | Q1    |       |       | Q2    |       |       |       | Q3  |



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#### 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 |
|-----|------|-----|-------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |      |     | <b>DFD Outbound - Reconciliation &amp; Settlement Reports to TIP gateway</b>              |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | <=2  | NO  | Delivery by 08:05hr Day B                                                                 | 0.0   | 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 | 100.0 |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                           |       | Q4    |       | 100.0 | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     |      |     | <b>DFD Outbound - Reconciliation Files</b>                                                |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | <=2  | NO  | Number of failures of REC file delivered to CAPO daily by 03:00hr                         | 0.0   | 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   | 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 | 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 | 100.0 |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                           |       | Q4    |       | 100.0 | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     |      |     | <b>DFD Outbound - HR SAP</b>                                                              |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 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 | 100.0 |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                           |       | Q4    |       | 100.0 | Q1    |       |       | Q2    |       |       | Q3    |       |       |



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### 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 |
|-----|------|-----|---------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |      |     | <b>DFD Inbound - LFS</b>                                                                    |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 90%  | NO  | SAPADS Planned Orders delivered by 08:00hr on Day A                                         | 86.8  | 94.0  | 98.3  | 95.0  | 98.0  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                             |       | 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  | 99.5  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                             |       | Q4    |       | 98.2  | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     |      |     | <b>Delivery of transaction correction records to Branches available at 23:59:59hr Day A</b> |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 90%  | LD  | Transaction corrections available by 08:00 on Day B                                         | 98.9  | 98.3  | 98.0  | 90.6  | 97.7  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                             |       | 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  | 99.6  |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                             |       | 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 | 100.0 |       |       |       |       |       |       |       |       |
|     |      |     |                                                                                             |       | Q4    |       | 100.0 | Q1    |       |       | Q2    |       |       | Q3    |       |       |



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### 6.5.6 Central Systems, POLFS & TES Availability

| Ref | SLT              | ARL |                                                                                                                   | Sep06 | Oct06 | Nov06 | Dec06 | Jan07 | Feb07 | Mar07 | Apr07 | May07 | Jun07 | Jul07 | Aug07 | Sep07 |
|-----|------------------|-----|-------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |                  |     | <b>Central Systems Availability</b>                                                                               |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | <=3<br>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   | 0.0   |       |       |       |       |       |       |       |       |
|     |                  |     |                                                                                                                   |       | Q4    |       | 0.0   | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | <=8<br>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   | 0.0   |       |       |       |       |       |       |       |       |
|     |                  |     |                                                                                                                   |       | Q4    |       | 0.0   | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | <=14<br>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   | 0.0   |       |       |       |       |       |       |       |       |
|     |                  |     |                                                                                                                   |       | Q4    |       | 0.0   | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | 98.5%            | NO  | <b>POLFS Availability</b><br>POLFS Availability                                                                   | 100.0 | 100.0 | 100.0 | 95.0  | 100.0 |       |       |       |       |       |       |       |       |
|     |                  |     |                                                                                                                   |       | Q4    |       | 98.3  | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | >=4<br>hours     | NO  | POLFS shall not be unavailable to users on any single occasion during the service level management period         | 0     | 0     | 0     | 12    | 0     |       |       |       |       |       |       |       |       |
|     |                  |     |                                                                                                                   |       | Q4    |       | 4     | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | 99.75%           | NO  | <b>Transaction Enquiry Service</b><br>TESQA availability between 07:00hr and 22:00hr for SLT calendar year        | 100.0 | 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 | 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 | 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 | 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 | 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 | 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 |
|-----|------|-----|---------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |      |     | <b>DFD Inbound - APS Tariff data</b>  |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 96%  | NO  | APS reference data delivered by Day B | 99.6  | 99.6  | 99.7  | 99.6  | 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  | 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  | 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 | 100.0 |       |       |       |       |       |       |       |       |
|     |      |     |                                       |       | Q4    |       | 100.0 | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     |      |     | <b>DFD Inbound - Reference Data</b>   |       |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 96%  | NO  | Reference data delivered by Day B     | 99.6  | 99.6  | 99.7  | 99.8  | 99.7  |       |       |       |       |       |       |       |       |
|     |      |     |                                       |       | Q4    |       | 99.7  | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | 97%  | NO  | Reference data delivered by Day C     | 99.7  | 99.7  | 99.8  | 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  | 99.8  |       |       |       |       |       |       |       |       |
|     |      |     |                                       |       | Q4    |       | 99.9  | Q1    |       |       | Q2    |       |       | Q3    |       |       |
|     | 100% | LD  | Reference data delivered by Day J     | 99.9  | 99.9  | 100.0 | 100.0 | 100.0 |       |       |       |       |       |       |       |       |
|     |      |     |                                       |       | Q4    |       | 100.0 | Q1    |       |       | Q2    |       |       | Q3    |       |       |



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6.7 Reconciliation Service

| Ref | SLT      | ARL |                                                                             | Sep06 | Oct06 | Nov06 | Dec06 | Jan07 | Feb07 | Mar07 | Apr07 | May07 | Jun07 | Jul07 | Aug07 |
|-----|----------|-----|-----------------------------------------------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|     |          |     | <b>Exception / Error Resolution</b>                                         |       |       |       |       |       |       |       |       |       |       |       |       |
|     | 95%      | NO  | Banking & Related Services Priority Exceptions resolved in 8 hours or less  | 100.0 | 100.0 | 100.0 |       |       |       |       |       |       |       |       |       |
|     |          |     |                                                                             |       |       | Q4    |       | Q1    |       |       |       | Q2    |       |       | Q3    |
|     | 95%      | NO  | BIM report issued within 5 working days                                     |       |       |       |       |       |       |       |       |       |       |       |       |
|     |          |     |                                                                             |       |       | Q4    |       | Q1    |       |       |       | Q2    |       |       | Q3    |
|     |          |     | <b>Payment File Delivery to Merchant Acquirer (Debit Card)</b>              |       |       |       |       |       |       |       |       |       |       |       |       |
|     | by 12:00 | LD  | Payment file delivered to MA on the day following creation date of the file |       |       |       |       |       |       |       |       |       |       |       |       |
|     |          |     |                                                                             |       |       | Q4    |       | Q1    |       |       |       | Q2    |       |       | Q3    |
|     |          |     |                                                                             |       |       |       |       |       |       |       |       |       |       |       |       |