



Request	Mr Coyne's Information Request	Post Office response
i)	Monthly service reports from HSD – Similar to the SLA report in NBSC. This will allow the required analysis of the high-level problem types and periods.	[Response awaited]
ii)	Screenshots for TfS and Peak (During the meeting Sandie offered two for TfS)	Fujitsu have provided screenshots of the TfS system from the inspection on [insert date]. Screenshots of the PEAK inspection are not available[but Fujitsu have provided copies of PEAKs referred to during the inspection.] [TBC]
iii)	List of TfS classification codes and Peak call types (with meanings)	Fujitsu have provided a list of TfS classification codes and a list of PEAK call types.
iv)	A full list of TfS's 'closed' from 'Live' and where Classification was = 'S. Software SD?? *' (plus others that may follow after we have the list from above)	[Dave - is this in your 26 July email? If so, which file(s)?]
v)	PEAK and/or TfS records where the error or issue resulted in financial impact to either Post Office or a Subpostmaster.	While all incidents are recorded the system was designed to manage individual operations, not for statistical reporting for when a particular action has been taken by a Support Consultant. Fujitsu will be able to answer questions on individual branch queries where the data is still available. [FJ to confirm if all PEAK and TfS entries can be given to the experts]
vi)	PEAK and/or TfS records for any Claimant who has a record including any audit data for the period (at least a month) of the PEAK/TfS record.	This information has not been pooled or collated: the records would have to be reviewed manually. [FJ to confirm if all PEAK and TfS entries can be given to the experts]
vii)	The 'filtered' data (ARQ's). We have the unfiltered data but PO was making TC decisions based on the filtered not the unfiltered. I need to understand the delta of the two. [Already requested in Freeths 15 and 22 June 2018 Letters]	[Dave to ask Torstein]
viii)	A copy of any Master Service Change ("MSC") OR Operational Corrective Requests ("OCR") OR Operation Control Procedures ("OCP") [as outlined in POL-0074909] where the data to be changed has had a financial impact on Post Office or where they relate to fixing a peak.	There are in excess of 18,000 MSCs and Fujitsu predict that there are similar number of OCPs, but they would need to carry out manual analysis to answer these questions. OCRs would not be used for any such change and are therefore not relevant.