

1/05 '00 20:22

8

GRO

012/013

PC NW 06 01
Kevin Duns
for info

To Kevin Lenihan

Date : 18 May 2000

GRO

From Steve Gibbs
Network Policy & Transformation Manager

CC: Don Grey
Graham Shervington

Subject : Polling problems

Kevin,

I understand you are leading on the polling problems there have been with Pathway.

This issue was raised yesterday at the NFSP Conference and Colin Baker (General Secretary of the NFSP) asked me to urgently find out some information on the matter so that he could report back to conference. I spoke to Graham Shervington who was extremely helpful and informed me that:

- There have been polling problems.
- There were around 40 offices that had not been polled for more than a week. (I understand there are 60 offices involved).
- The issue had been escalated up to Director level in Pathway.
- There were problems with offices switching the kit off, but this only affected polling for 1 day.
- Pathway had been asked, as a matter of urgency, to investigate these polling problems (longer than 7 days) and that the problem was due to gateway hardware or software problems.
- Pathway had resolved half of the problems and were expecting to resolve the rest by the end of the week.
- In future Pathway will report any offices not polled in more than 2 days.

The Federation are extremely concerned as to how our clients and our customers view us due to the above problem, which is a natural concern. They would like to see, and I agree with them :

- A communication to all outlets advising them to log the issue with NBSC if it re-occurs.
- Pro-active management of the client.
- Pro-active action to the customers affected, with a goodwill gesture (gift voucher or book of stamps).

8/05 '00 20:23

8

GRO

013/013

I raised the above at the Horizon Evaluation Review Forum today and I was informed that you were dealing with the matter, hence the note. It was mentioned that part of the plan you were putting together took into account the client issues.

After the meeting (this afternoon) I received a phone call from Colin Baker and he tipped me off that the DTI representative at the Conference had reported back the problems with polling and that Alan Johnson, Minister for Competitiveness at the DTI (and responsible for the Post Office) has asked for a copy of the transcript of this part of the conference.

Can you let me know so that I can go back to Colin and re-assure him :

- That the problems will be resolved by the end of this week
- That we are pro-actively managing clients and looking to set up processes with them to avoid this situation in future.
- That we will contact the 60 offices involved and establish from them customers affected and then write to them (with a goodwill gesture). I am sure the Customer Care teams in Territories will take this on board for you.
- That there will be a wider communication of the issue and what outlets need to do if they are faced with a customer who has been cut off, got a red bill etc.

The Federation are re-emphasising the message to their members and branch secretaries that the equipment needs to be left on.

Steve Gibbs

Network Policy & Transformation Manager

GRO