

**DEFINITION OF REMOTE AND
INTERMEDIATE LOCATIONS
COMPANY-in-CONFIDENCE****Ref: CS/PER/041**
Version: 2.0
Date: 19/04/2005

Document Title: DEFINITION OF REMOTE AND INTERMEDIATE LOCATIONS

Document Type: Service Performance – Time to Repair

Release: N/A

Abstract: This document details PO branches identified as falling within the definition of Remote and Intermediate applied to the criteria for Time to Repair service performance defined within Contract Schedule 15.

Document Status: Approved

Originator & Dept: Jan Ambrose, Customer Service

Internal Distribution: PVCS

External Distribution: Post Office

Approval Authorities:

Name	Role	Signature	Date
Richard Brunskill	Horizon Service Desk and SMC Manager		
Bernadette O'Donnell	Post Office Network Support: Supplier & Service Manager		

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PEAK/PPRR Reference
1.0	22/06/1999	First issue	
1.1	28/02/2005	Issued for review in respect of amendments to the definition of Remote and Intermediate PO branches	
2.0	19/04/2005	To include reviewers' comments and for approval	

0.2 Review Details

Review Comments by :	
Review Comments to :	

<i>Mandatory Review</i>	
<i>Role</i>	<i>Name</i>
Fujitsu Services: Business Service Manager, POA	Richard Brunskill
Fujitsu Services: Service Delivery Manager, POA	Julie Welsh
Fujitsu Services: Head of Engineering Operations, UKME	Andy Mears
Post Office Network Support: Supplier & Service Performance Manager	Liz Tuddenham
Post Office Network Support	Les Henderson *
<i>Optional Review</i>	
<i>Role</i>	<i>Name</i>
Fujitsu Services: Service Management Manager, POA	Nikki Hawkins
Fujitsu Services: Management Support Manager, POA	John Moran
<i>Issued for Information – Please restrict this distribution list to a minimum</i>	
<i>Position</i>	<i>Name</i>

(*) = Reviewers that returned comments

0.3 Associated Documents

Reference	Version	Date	Title	Source
Contract Schedule 15	1.0	31/12/2002	Service Levels and remedies	PVCS

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

N.B. Printed versions of this document are not under change control.

0.4 Abbreviations/Definitions

Abbreviation	Definition
Local location	PO branches that are not geographically dispersed and are providing levels of service as defined in Contract Schedule 15.
Intermediate location	PO branches that are geographically dispersed and are providing levels of service as defined in Contract Schedule 15. Level of business conducted requires a higher level of service than defined for Remote PO branches.
Remote location	PO branches that are geographically dispersed and are providing levels of service as defined in Contract Schedule 15.
***	Indicates that all postal sectors within the postal zone prefix, less those stated as excluded, are provided with the associated class of service.
POA	Post Office Account
UKME	UK Mobile Engineering

0.5 Changes in this Version

Version	Changes
1.1	Following post zone locations moved from Local classification to Intermediate classification: BT52, BT54-57, BT78, EX, PL, TR1-20 Following post zone locations moved from Local classification to Remote classification: BT54 6RT, PA20, PA34, PA66, PH40, PH44, PH49, SA70 7UJ, TR 21-24 Following post zone locations moved from Intermediate classification to Local classification: PO30-40

**DEFINITION OF REMOTE AND
INTERMEDIATE LOCATIONS
COMPANY-in-CONFIDENCE**Ref: CS/PER/041
Version: 2.0
Date: 19/04/2005

	<p>Following post zone locations moved from Intermediate classification to Remote classification:</p> <p>BT47 1AE, BT48 6AA, BT48 7LB, BT48 8NW, BT49 0HJ, BT82 8AW, BT82 9BG, DG9 0EA, DG9 7EF, PH33 6AA</p> <p>Following post zone locations moved from Remote classification to Local classification:</p> <p>PH4, PH7-8, PH10-11</p> <p>Following post zone locations moved from Remote classification to Intermediate classification:</p> <p>BT74-76, BT79, BT92-94, PH20-26</p> <p>Following post zone locations removed from Remote classification as they do not exist:</p> <p>PA50-59, PA71, PA74, PA79-80, PA83-84, PA86-88</p>
2.0	<p>Following post zone locations moved from Intermediate classification to Local classification:</p> <p>EX, PL, TR1-20</p>

0.6 Changes Expected

Changes

0.7	Table of Contents	
1.0	INTRODUCTION	6
2.0	SCOPE	6
3.0	REMOTE LOCATIONS.....	6
4.0	INTERMEDIATE LOCATIONS.....	7

1.0 INTRODUCTION

This document contains a definition listing, by postal zones, of the class of service delivered to PO branches under the service category of Time to Repair.

2.0 SCOPE

This defines the following:

- a) Postal zone locations classified as being Remote
- b) Postal zone locations classified as being Intermediate

All other postal zones are classified as being Local for the purpose of Time to Repair service performance.

3.0 REMOTE LOCATIONS

PO branches in the following postal zone locations are classified as being Remote unless excluded specifically.

DG6 *** DG7 *** DG8 *** DG9 ***

BT47 *** BT48 *** BT49 *** BT54 6RT
BT81 *** (excluding BT81 7AA) BT82 ***

HS ***

IV21 ***	IV22 ***	IV23 ***	IV24 ***	IV25 ***	IV26 ***
IV27 ***	IV28 ***	IV40 ***	IV41 ***	IV42 ***	IV43 ***
IV44 ***	IV45 ***	IV46 ***	IV47 ***	IV48 ***	IV49 ***
IV51 ***	IV52 ***	IV53 ***	IV54 ***	IV55 ***	IV56 ***

KA27 *** KA28 ***

KW ***

PA20 ***	PA28 ***	PA29 ***	PA30 ***	PA31 ***	PA32 ***
PA33 ***	PA34 ***	PA35 ***	PA36 ***	PA37 ***	PA38 ***
PA39 ***	PA41 ***	PA42 ***	PA43 ***	PA44 ***	PA45 ***
PA46 ***	PA47 ***	PA48 ***	PA49 ***	PA60 ***	PA61 ***
PA62 ***	PA63 ***	PA64 ***	PA65 ***	PA66 ***	PA67 ***
PA68 ***	PA69 ***	PA70 ***	PA72 ***	PA73 ***	PA75 ***
PA76 ***	PA77 ***	PA78 ***	PA81 ***	PA82 ***	PA85 ***

PH15 ***	PH16 ***	PH17 ***	PH18 ***	PH19 ***	PH31 ***
PH32 ***	PH33 ***	PH34 ***	PH35 ***	PH36 ***	PH37 ***
PH38 ***	PH40 ***	PH41 ***	PH42 ***	PH43 ***	PH44 ***
PH49 ***					



**DEFINITION OF REMOTE AND
INTERMEDIATE LOCATIONS
COMPANY-in-CONFIDENCE**

Ref: CS/PER/041
Version: 2.0
Date: 19/04/2005

SA70 7UJ

TR21 *** TR22 *** TR23 *** TR24 *** TR25 ***

ZE ***

4.0 INTERMEDIATE LOCATIONS

PO branches in the following postal zone locations are classified as being Intermediate unless excluded specifically.

BT52 ***	BT54 *** (excluding BT54 6RT)	BT55 ***	BT56 ***
BT57 ***	BT74 ***	BT75 ***	BT76 ***
BT81 7AA	BT92 ***	BT93 ***	BT94 ***
BT78 ***	BT79 ***		
PH20 ***	PH21 ***	PH22 ***	PH23 ***
PH26 ***	PH24 ***	PH25 ***	