

**Standards of Service Sub-committee Meeting**

**Thursday 22 September 2005**

**Novotel, Birmingham International Airport**

**Invitation and Agenda  
(R.S.V.P – contact below)**

**After Lunch (Following Meeting of Distribution Workstream)**

- 1.0 Introduction**
- 2.0 Report on Actions from May SoS Sub-committee meeting**
- 3.0 Performance and Payments to Date**
- 4.0 Query Management – Reporting**
- 5.0 AOB**

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