

UK Link Committee Meeting

xoserve Report Pack

SEPTEMBER 2007

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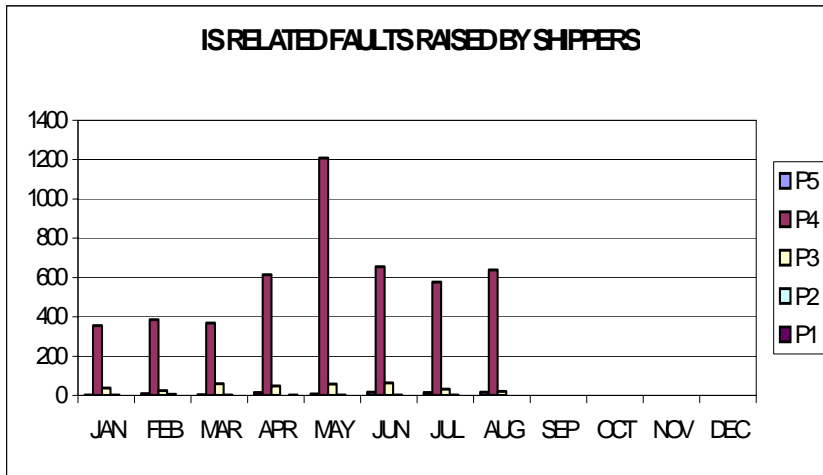
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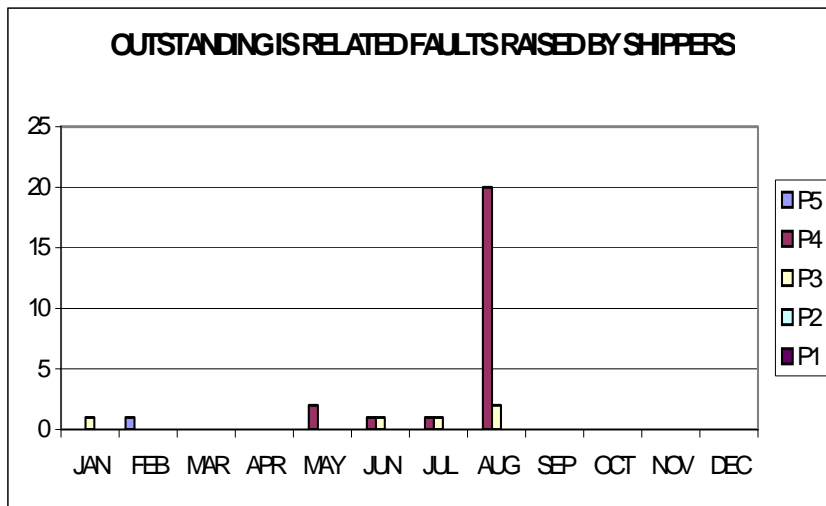
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Report A – IS Faults logged by Shippers – August 2007 for September UKL meeting

Faults Raised	P5	P4	P3	P2	P1	Total
JAN	2	355	38	2	0	397
FEB	9	386	25	5	0	425
MAR	3	368	59	2	0	432
APR	14	615	48	0	1	678
MAY	8	1209	57	2	0	1,276
JUN	17	656	64	1	0	738
JUL	15	578	32	1	0	626
AUG	17	638	20	0	0	675
SEP						0
OCT						0
NOV						0
DEC						0
Total	85	4805	343	13	1	5,247



Faults Outstanding	P5	P4	P3	P2	P1	Total
JAN	0	0	1	0	0	1
FEB	1	0	0	0	0	1
MAR	0	0	0	0	0	0
APR	0	0	0	0	0	0
MAY	0	2	0	0	0	2
JUN	0	1	1	0	0	2
JUL	0	1	1	0	0	2
AUG	0	20	2	0	0	22
SEP						0
OCT						0
NOV						0
DEC						0
Total	1	24	5	0	0	30



Report B – UK-LINK Business Support Agreement Report Summary – “AUGUST” 2007 for UKL September meeting

GEMINI Availability (excluding scheduled outages)

GEMINI Service is a measure of overall availability to Shippers.

GEMINI Access, Shipper Information Service, Batch Transfer, and Router availability figures relate to outages that affected 3 or more Shippers, and do not show where a service is unavailable to a shipper due to communication or other problems.

All planned and agreed outages are excluded from the calculation of the total monthly availability figure.

During this reporting month, the overall availability of the GEMINI Service was 100%.

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages					
Performance measures	Target/max	Reporting Month: Aug 2007			
		Aug 2007	Jul 2007	Jun 2007	May 2007
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
Gemini Service	99%	100	100	100	100
Gemini Access (IX)	99%	100	100	100	100
Shipper Information Service	99%	100	100	100	100
Batch Transfer	99%	100	100	100	100
Routers	99%	100	100	100	100
Nominations per day	8,300	4,861	4,641	4,674	4,547
Renominations per day	4,200	12,674	12,654	12,531	12,575
% of transactions < 4 sec's	95%	92.60	93.19	91.85	
Transaction response time	n/a	1.64	1.44	1.62	
Transactions per day	n/a	7,876	9,235	7,236	
% Transaction change	n/a	-15.00	58.00	n/a	

P1 / P2 Resolution Time Analysis

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: “AUGUST” 2007			
Code	Problems v Time to resolve	Aug 2007	Jul 2007	Jun 2007	May 2007
		01/08 – 31/08	01/07 – 31/07	01/06 – 30/06	01/05 – 31/05
P2	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	1
P1	<1hr	0	0	0	0
	1-2 hr	0	0	0	0
	2-3 hr	0	0	0	0
	3-4 hr	0	0	0	0
	4-5 hr	0	0	0	0
	>5 hr	0	0	0	0

Report C – Mod 565 Monthly Liabilities Report – for “SEPTEMBER” 2007 UK Link committee meeting

TSL10a - File format / UKLink (Consultation period)

If The Transporters make a UK Link system change that impact directly upon Shippers' systems, without formally allowing them 10 working days to make representations, we will be liable to pay each Shipper **£500**. The Transporters will be exempt from this liability if the members of the UK Link Committee agree to the implementation without the formal representations period or otherwise if the implementations of the system changes are directly related to a UNC modification.

Throughout the period of “**AUGUST**” 2007 there were **no** concurrencies under this category.
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

TSL10b - Notice of changes

If The Transporters make a UK Link system change that impacts directly upon Shippers' systems, without formally allowing them 6 months notice of the implementation of the change, we will be liable to pay each Shipper **£500**. The Transporters will be exempt from this liability if the members of the UK Link Committee agree to the implementation without the formal representations period or otherwise if the implementations of the system changes are directly related to a UNC modification.

Throughout the period of “**AUGUST**” 2007 there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£500** = **£0** per Shipper

TSL10c - Failure to implement changes

If The Transporters give Shippers notice that a system change that impacts directly upon Shippers' systems is due to be implemented on a certain date and the system change is not implemented as planned, The Transporters must inform Shippers of this failure to implement, by the next Business day. If The Transporters fails to meet this requirement, we will be liable to pay each Shipper **£1000**.

Throughout the period of “**AUGUST**” 2007 there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

TSL12a - System Failure 24 Hours +

Should UKLink be unavailable to users for a period of not less than 24 hours then a further one-off payment will be made to each registered user. If system is down for not less than 24 Hrs then The Transporters will pay **£1000** per user affected.

Throughout the period of “**AUGUST**” 2007 there were **no** occurrences under this category.
The relevant liability is: **0** occurrences x **£1000** = **£0** per Shipper

TSL12b – System Recovery

Repeated UKLink system failure within the business day, The Transporters will endeavour to recover within 5hrs from commencement of the recovery period. If recovery period exceeds 5 hours, a payment of **£50** per user will be paid. This will be increased by 100% for each subsequent failure within the business day per user affected. **Eg: £50, £100, £200, £400, £800**

Throughout the period of “**AUGUST**” 2007 there was **0** occurrence under this category.
The relevant liability is: **0** occurrences x **£50** = **£0** per Shipper
0 occurrences x **£100** = **£0** per Shipper
Total = £0 per Shipper

Report D – List of File Format and Urgent Communications Issued since last UKLink Committee Meeting on 9TH AUGUST 2007 (covers period Thur 2ND AUGUST to Wed 5th September 2007 inclusive)

File Formats

Reference (Sent By / Ref No. / Requestor)	Title	Date of Issue
EH/755/DA	EH/755/DA – Proposed UK Link Release dates for 2008 calendar	02/08/2007
EH/756/DJ	EH/756/DJ – UKL 13824. Issue of supporting documentation via IX	02/08/2007
EH/757/DA	EH/757/DJ – Comments on changes UKL13829 and UKL 13885	03/08/2007
EH/758/GF	EH/758/GF - Planned Gemini Outage - 12th August 2007	09/08/2007
EH/759/MH	EH/759/MH – Gemini MTI and MEI Class 1 Modification - Pack 1 of 5	10/08/2007
EH/760/DJ	EH/760/DJ - UKL 13284 - Issue of Supporting Invoice documentation via IX - Pack 2 of 5	10/08/2007
EH/761/DA	EH/761/DA – Proposed UKLink Release Dates for 2008 Calendar - Pack 3 of 5	10/08/2007
EH/762/DA	EH/762/DA - UKLink Committee Important Dates for 2007/2008 Calendar - Pack 4 of 5	10/08/2007
EH/763/MP	EH/763/MP - IDB File Format & Hierarchy - Occurrences amendment - Pack 5 of 5	10/08/2007
EH/764/SK	EH/764/SK - Postponed Gemini Outage - 19th August 2007	14/08/2007
EH/765/DA	EH/765/DA - Representation Close Out Reminder for Changes Issued 10/08/07	23/08/2007
MP/766/KH	MP/766/KH - UKL13910: Gemini ECB Invoicing File - Class 2 modification	24/08/2007
MP/767/DA	MP/767/DA - Representation Matrices for Communication Pack Issued 10th August 2007	31/08/2007
EH/768/KH	EH/768/KH - Representation Close Out Reminder for Change Issued 24/08/07	04/09/2007

Urgent Shipper Communication

None this month.

Report E – Forthcoming Outage Notifications

UKL CR No.	Impacted System	Outage Duration				Brief Description	Committee approved date
		Start Time	Start Date	End Time	End date		
	Gemini	TBC	28/10/07	TBC	28/10/07	Clock change – British Summer Time ends	