

UK Link Committee Meeting

xoserve Report Pack

OCTOBER 2007

Contents

Page 2 – Report A – IS Faults logged by Shippers

Page 3 – Report B – UK-LINK Business Support Agreement Report Summary

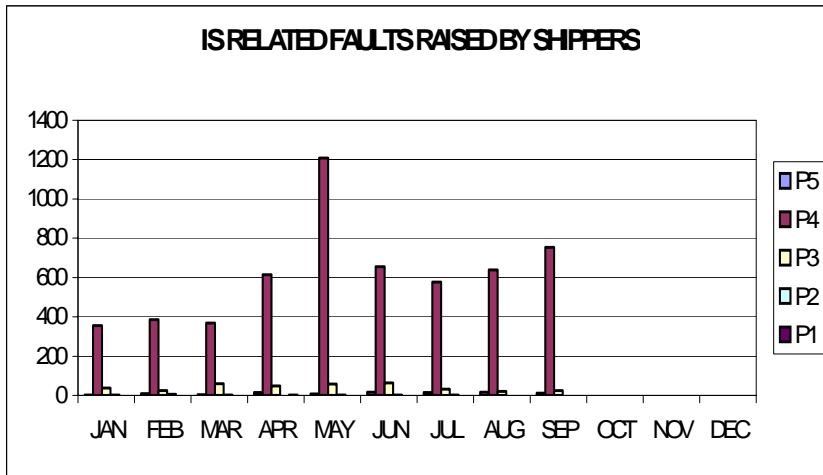
Page 4 – Report C – Mod 565 Monthly Liabilities Report

**Page 5 – Report D – List of File Format and Urgent Communications Issued since last UKLink
Committee Meeting**

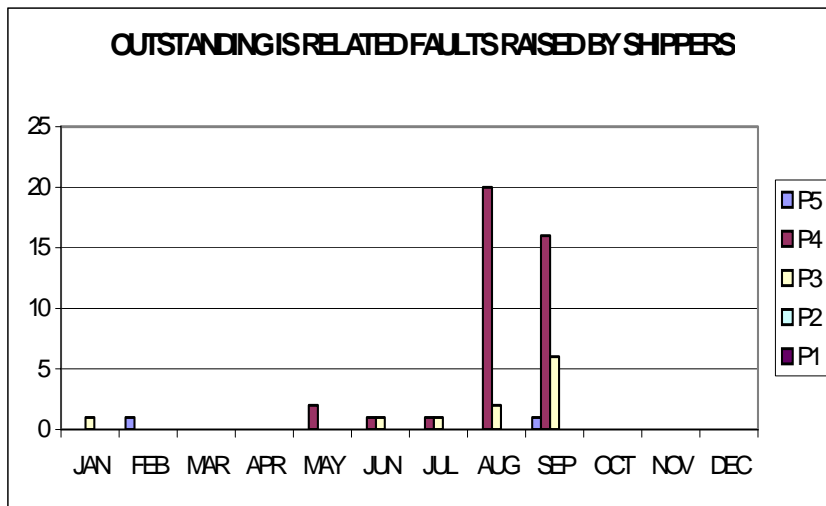
Page 6 – Report E – Forthcoming Outage Notifications

Report A – IS Faults logged by Shippers – August 2007 for October 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 | 11 | 754 | 24 | 0 | 0 | 789 |
| OCT | | | | | | 0 |
| NOV | | | | | | 0 |
| DEC | | | | | | 0 |
| Total | 96 | 5559 | 367 | 13 | 1 | 6,036 |



| 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 | 1 | 16 | 6 | 0 | 0 | 23 |
| OCT | | | | | | 0 |
| NOV | | | | | | 0 |
| DEC | | | | | | 0 |
| Total | 2 | 40 | 11 | 0 | 0 | 53 |



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: Oct 2007 | | | |
| | | Sep 2007 | Aug 2007 | Jul 2007 | Jun 2007 |
| | | 01/09 – 30/09 | 01/08 – 31/08 | 01/07 – 31/07 | 01/06 – 30/06 |
| Gemini Service | 99% | 99.14 | 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 | 4,862 | 4,861 | 4,641 | 4,674 |
| Renominations per day | 4,200 | 12,768 | 12,674 | 12,654 | 12,531 |
| % of transactions < 4 sec's | n/a | 89.80 | 92.6 | 93.19 | 91.85 |
| Transaction response time | n/a | 1.99 | 1.64 | 1.44 | 1.62 |
| Transactions per day | n/a | 8,908 | 7,876 | 9,235 | 7,236 |
| % Transaction change | n/a | 9.00 | -15.00 | 58 | n/a |

P1 / P2 Resolution Time Analysis

| Problem Management - BSA Target: Resolved within 5 hours | | | | | |
|---|----------------------------|---------------------------------|---------------|---------------|---------------|
| Impact Codes P1 / P2 | | Reporting Month: "OCTOBER" 2007 | | | |
| Code | Problems v Time to resolve | Sep 2007 | Aug 2007 | Jul 2007 | Jun 2007 |
| | | 01/09 – 30/09 | 01/08 – 31/08 | 01/07 – 31/07 | 01/06 – 30/06 |
| 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 | 2 | 0 | 0 | 0 |
| 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 “OCTOBER” 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 “**SEPTEMBER**” 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 “**SEPTEMBER**” 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 “**SEPTEMBER**” 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 “**SEPTEMBER**” 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 “**SEPTEMBER**” 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 13^H SEPTEMBER 2007 (covers period Thur 6th SEPTEMBER to Tue 2rd OCTOBER 2007 inclusive)

Urgent Shipper Communications and File Formats

| Reference (Sent By / Ref No. / Requestor) | Title | Date of Issue |
|--|---|--------------------------|
| EH/769/KH | EH/769/KH - UKL13910: Gemini ECB Invoicing File - Class 2 modification | 11/09/2007 |
| EH/770/GF | EH/770/GF - AQ Process 2007 – Thursday 20th September to Monday 8th October | 18/09/2007 |
| EH/771/CF | UK Link Technology Refresh - Shipper Trials Invitation | 18/09/2007 |

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 | | |
| 13839 | Gemini Oracle | 04.00 | 14/10/07 | 10.00 | 14/10/07 | Gemini Software Upgrade Implementation Strategy Upgrade. Includes normal housekeeping window | |
| 13839 | Gemini Oracle | 04.00 | 21/10/07 | 12.00 | 21/10/07 | Gemini Software Upgrade Implementation Strategy Upgrade. Includes normal housekeeping window | |
| | Gemini | 02.00 BST | 28/10/07 | 01.00 GMT | 28/10/07 | Clock change – British Summer Time ends | |