

UK Link Committee Meeting

Xoserve Report Pack

Meeting Date: 8th November 2012 Reporting Month: October 2012

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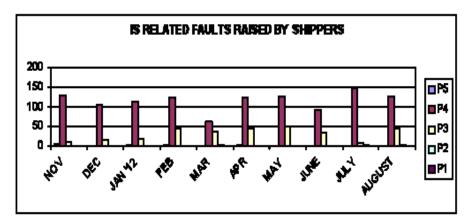
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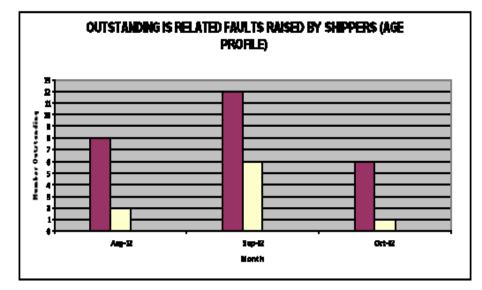
Report A

IS Faults Logged by Shippers

Faulto Raleed	P6	P4	P3	P2	P	Total
NOV	5	129	12	0	0	146
DEC	1	105	15	0	0	121
JAN '12	3	113	18	٥	0	134
1028	2	123	46	1	0	172
MAR	0	62	37	3	0	102
APR	2	123	40	1	0	172
MAY	0	126	51	1	1	179
JUNE	0	92	36	0	0	125
JULY	0	146	9	2	D	157
AUGUST	0	126	45	2	0	173
SEPTEMBER	0	152	41	2	0	195
OCTOBER	0	134	3	3	0	175
Tetal	13	1431	394	15	1	1654



Outstanding Calls	P5	P4	P3	P2	P1	Tetal
Aug-12	0	8	2	0	0	10
Sep-12	٥	12	6	٥	0	18
Oct-12	0	6	1	۰	0	7
Total (Per P Level)	0	26	9	0	0	35



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Report B

UK LINK Business Support Agreement Report Summary

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 99.88%

Average GEMINI Transaction Response Times and Transaction Volumes

GEMINI Availability & Industry Averages								
		Reporting Month: Oct 2012						
Performance measures	Target/max	Oct 2012	Sep 2012	Aug 2012	Jul 2012			
	Ũ	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07			
Gemini Service	99%	99.88%	99.82%	99.87%	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	4,821	5,264	5,159	5,135			
Re-nominations per day	4,200	19,631	18,941	18,812	18,581			
% of transactions < 4 sec's	95%	97.8%	97.74%	97.69%	97.86%			
Transaction response time (in minutes)	n/a	0.45	0.44	0.46	0.48			
Transactions per day	n/a	870916	383776	872493	827217			
% Transaction change	n/a	126%	-56%	5.4%	-3.7%			

P1 / P2 Resolution Time Analysis

	Problem Management - BSA Target: Resolved within 5 hours								
In	npact Codes P1 / P2	Reporting Month: Oct 2012							
Code	Problems v Time to	Oct 2012	Sep 2012	Aug 2012	Jul 2012				
Coue	resolve	01/10 – 31/10	01/09 – 30/09	01/08 – 31/08	01/07 – 31/07				
	<1hr	1	0	1	0				
	1-2 hr	0	0	0	*1				
P2	2-3 hr	0	0	0	0				
F2	3-4 hr	0	0	0	0				
	4-5 hr	0	0	0	0				
	>5 hr	0	0	0	0				
	<1hr	0	0	0	0				
	1-2 hr	0	1	0	0				
P1	2-3 hr	0	0	0	0				
P1	3-4 hr	0	0	0	0				
	4-5 hr	0	0	0	0				
	>5 hr	0	0	0	0				

* = API fault. No impact to Gemini online access



Report C

Mod 565 Monthly Liabilities Report

TSL10a - File format / UK Link (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 "October" 2012 there were **no** occurrences under this category. The relevant liability is: 0 occurrences $x \pm 500 = \pm 0$ per Shipper.

TS10c - Failure to Implement Changes

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

Throughout the period of "October" 2012 there were no occurrences under this category. The relevant liability is: 0 occurrences $x \pm 1000 = \pm 0$ per shipper.

TSL12a - System Failure 24 Hours +

Should UK Link be unavailable to users for a period of more than 24 hours, then a further one-off payment will be made to each registered user. If the system is down for more than 24 hours then the Transporters will pay **£1000** per user affected.

Throughout the period of "October" 2012 there were **no** occurrences under this category. The relevant liability is: 0 occurrences $x \pm 1000 = \pm 0$ per Shipper.

TSL12b – System Recovery

In the case of repeated UK Link system failure within the business day, the Transporters will endeavour to recover within 5 hours from commencement of the recovery period. If the 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 "October" 2012 there were no occurrences 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 UK Link Committee Meeting,

Reference (Sent By / Ref No. / Requestor)	Title		
CM/1158/AB	Minor Revisions to Gemini Re- platforming Programme Documentation	04/10/2012	
CM/1159/EL	QP84 Q Project Communication- Phase 1 'Train the Trainer' Training 1		
TB/1160/DA	UK Link Change Pack - October 2012	12/10/2012	
TB/1160.1/DA	Notification of New Charge Types - For Information	12/10/2012	
TB/1160.2/DA	Telecoms UK Link Update Contacts Reminder - For Information	12/10/2012	
TB/1160.3/MF	File Format Amendments for DN Recovery of NTS Exit Zone Capacity Charges – For Representation	12/10/2012	
CM/1161/MF	File Format Amendments for DN Recovery of NTS Exit Zone Capacity Charges (CEP file) - Representation Response	23/10/2012	
CM/1162/MF	Successful Implementation – LDZ Capacity CAZ and CZS files, Unique Sites, CSEPs, other ad hoc supporting files and the Offline/Ad Hoc Invoicing File	29/10/2012	
CM/1163/DA	Proposed Class 1 Change – Ability to Update Market Sector Code via RGMA flows	31/10/2012	
CM/1164/NK	COR2717 - Proposed new Supporting Information file format and two new Ad Hoc Charge Types	31/10/2012	



Report E

Forthcoming Outage Notifications

UKL CR		Outage Duration				Brief	Committee
No.	Impacted System	Start Date	Start Time	End Date	End Time	Description	Notified Date
0984	Gemini Re- Platforming	09/06/13 (Indicative)	2am	09/06/13 (Indicative)	<u>14:00 (20:00</u> <u>for</u> <u>Contingency)</u>	Infrastructure Implementation	12/07/12
<u>962.13</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<u>Implementation</u> <u>of Phase 2</u> <u>System Changes</u>	<u>To be</u> <u>discussed at</u> <u>UKLC</u> <u>08/11/12</u>
<u>962.16</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<u>Implementation</u> <u>of Phase 2</u> System Changes	<u>To be</u> <u>discussed at</u> <u>UKLC</u> <u>08/11/12</u>
<u>962.9</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<u>Implementation</u> <u>of Phase 2</u> <u>System Changes</u>	<u>To be</u> <u>discussed at</u> <u>UKLC</u> <u>08/11/12</u>
<u>962.10</u>	<u>CMS</u>	<u>23/02/2013</u>	<u>1.00am</u>	<u>23/02/2013</u>	<u>7.00am</u>	<u>Implementation</u> <u>of Phase 2</u> <u>System Changes</u>	<u>To be</u> <u>discussed at</u> <u>UKLC</u> <u>08/11/12</u>

Key:

Italic – New outage notification Underlined – Outage notification information amended * Exact timings to be defined