

**UK-LINK**  
**Business Support Agreement**  
**Report Summary**

**System Availability & Industry Averages**

**AT-LINK Availability & Industry Averages**

Performance measures	Target/max	Reporting Month: May 2005			
		May 2005	April 2005	March 2005	February 2005
		01/05 - 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
AT-LINK Service	99%	100	100	100	100
AT-LINK Access	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	3,101	3,196	3,609	3,731
Renominations per day	4,200	9,940	9,761	8,777	7,397
% of transactions < 4 sec's	95%	98.72	98.69	98.29	98.37
Transaction response time	n/a	0.38	0.37	0.44	0.4
Transactions per day	n/a	554,653	581,341	536,368	509,013
% Transaction change	n/a	4.59	7.74	5.1	2.3

**AT-LINK Availability (excluding scheduled outages)**

AT-LINK availability is a measure of central site availability and does not show where a service is unavailable to a shipper due to communication or other problems.

AT-LINK 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 central site availability of the AT-LINK service was 100% and the central site availability of AT-LINK access was 100%.

**Average AT-LINK Transaction Response Times and Transaction Volumes**

The percentage of transactions with a response time of less than 4 seconds for the current month is 98.72% the target is 95% under 4 seconds.

The transaction volume figures, representing the average number of transactions per day for this month is 554653. This month sees a 4.59% increase/decrease in transactions.

**P1 / P2 Resolution Time Analysis**

During this month no problems were raised with an impact of P2 and no problems were raised with an impact of P1 that impacted three or more Shippers.

Problem Management - BSA Target: Resolved within 5 hours					
Impact Codes P1 / P2		Reporting Month: May 2005			
Code	Problems v Time to resolve	May 2005	April 2005	March 2005	February 2005
		01/05 - 31/05	01/04 – 30/04	01/03 – 31/03	01/02 – 28/02
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	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