

No Incidents raised	No. Calls																							
	2011												2012											
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
BDC											360	339	320	365	363	352	329	361	368	268	379	322	310	
DDDC	314	364	376	365	380	325	329	219	245	202	313	238	258	350	292	247	291	290	257	214	283	208	165	
NEDDC	336	585	506	451	500	488	495	297	456	388	592	407	474	539	458	450	463	472	486	378	435	384	437	
Rykneld	107	137	168	166	214	151	162	109	147	122	170	132	119	162	138	103	157	127	140	128	167	144	141	
Total	757	1086	1050	982	1094	964	986	625	848	712	1435	1116	1171	1416	1251	1152	1240	1250	1251	988	1264	1058	1053	

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No Incidents Resolved	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
BDC												362	335	328	354	346	366	326	343	385	271	373	326	319
DDDC												333	244	254	327	284	255	322	297	269	211	290	208	154
NEDDC												597	435	463	479	480	442	481	466	505	382	431	384	441
Rykneld												166	139	124	145	142	96	156	125	135	130	149	162	131
Total	0	0	0	0	0	0	0	0	0	0	0	1458	1153	1169	1305	1252	1159	1285	1231	1294	994	1243	1080	1045

Calls Outstanding	2011												2012											
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
												291	254	256	367	366	359	314	319	304	296	298	284	287
SD																								
INF																								
BD																								

Incidents resolved within SLA target time	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
BDC												94.75	91.34	92.99	88.98	89.02	89.34	82.52	87.8	85.5	85.2	89.3	87.1	93.7
DDDC	97.4	96.9	97.2	94.8	96.94	95.67	95.77	92.45	94.81	94.44	86.49	86.07	92.91	92.97	89.12	76.44	79.5	85.2	85.1	87.7	89	92.3	91.2	
NEDDC	88.3	94.6	94.7	92.2	93.83	95.21	93.08	87.37	96.44	96.52	85.43	91.26	86.83	87.06	81.04	77.38	80.2	82.4	85.2	85	82.1	82.8	85.7	
Ryk	96.4	96.7	97.9	97.9	96.07	98.05	95.95	92.31	94.53	99.06	85.54	94.34	92.74	93.1	81.69	85.42	80.77	88.8	88.2	83.8	81.2	79.6	81.7	
SLA	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	

Incidents resolved at first point of contact	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
BDC												23.2	46.6	54.57	45.48	41.33	45.63	47.55	46.4	44.7	48.7	40.7	46.6	44.2
DDDC	51.1	48.1	48.4	48.1	43.9	45.85	45.49	43.03	41.46	42.59	22.22	38.48	34.65	25.38	30.53	37.78	40.99	36.7	23.4	34.1	31.4	45.9	35.7	
NEDDC	42.6	53.3	44.2	45.3	43.76	43.76	42.89	44.16	46.41	43.43	19.26	41.9	41.04	37.58	42.5	35.75	35.76	28.3	33.9	32.2	31.1	37.8	30.4	
Ryk	50.4	44.7	47.9	57	46.15	51	51.05	64.13	43.11	50.41	25.9	35.3	44.35	37.93	46.48	45.83	33.97	37.6	47.4	40.31	28.9	43.2	42	
SLA	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	

Priority 1 Service Availability	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
BDC												99.99	99.99	99.99	99.96	100.00	99.94	100.00	99.94	99.99	99.99	99.53	100.00
DDDC	99.99	100.00	99.81	99.82	99.45	99.78	99.91	99.93	99.91	99.42	99.46	99.81	99.92	99.66	99.96	99.66	99.83	100.00	99.99	99.97	99.97	99.93	
NEDDC	100.00	99.99	100.00	99.93	99.98	99.96	99.99	99.89	99.99	100.00	100.00	99.95	100.00	99.99	99.99	100.00	100.00	100.00	100.00	98.88	99.99	100.00	
SLA	99	99	99	99	99	99	99	99	99	99	99	99	99	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5

Network Availability	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
BDC																		99.89	98.00	99.94	99.91	99.67	99.45
DDDC	99.99	99.98	99.93	99.98	99.91	99.91	99.98	99.96	99.87	99.87	99.2	99.99	99.99	99.95	99.85	99.87	99.91	99.99	98.3	99.31	100.00	99.97	
NEDDC(includes PH)	99.99	100.00	100.00	99.98	100.00	100.00	99.99	100.00	99.97	100.00	99.97	100.00	99.96	100.00	99.99	99.99	99.94	100.00	100.00	98.77	100.00	99.98	
SLA	99	99	99	99	99	99	99	99	99	99	99	99	99	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5

Resource Utilisation	2011												2012		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

BDC	14	30	27	36.2	32.9	26	34	27	22	33	43.5	43.8	41.4	39.9	41
DDDC	46	25	38	37.3	37.8	46	38	47	64	44	29	30	15.1	10.6	12.7
NEDDC	10	20	28	22.1	16.3	19	11	12	6	7	15	15.2	5.7	25.1	9.8
Joint ICT	30	25	7	4.3	12.9	7	8	0	2	12	6.3	6.3	3.5	4.6	5.6
BDC/NEDDC above split 50/50 between partners	0	1	14	0	0	2	9	14	6	4	6.1	4.7	25.2	18.2	30.8

Project Time																
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
%age	19.2	28.6	24.6	28.5	32	27.29	25.6	22.36	25	24	25	25	29.4	37.1	32.6	37.3
Target	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35
Hours wkd						2479	1813	1768								

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
279	347	574	411	278	314	285	296	189	844	413	337	418	371	400	444	298	341	317	322	227
194	238	187	177	159	156	197	189	81	211	189	186	211	189	168	202	222	202	225	209	166
538	533	406	429	418	358	466	451	299	499	407	378	450	454	454	599	478	539	540	520	384
153	160	138	108	124	123	154	139	84	148	132	117	164	128	174	202	177	192	165	192	170
1164	1278	1305	1125	979	951	1102	1075	653	1702	1141	1018	1243	1142	1196	1447	1175	1274	1247	1243	947

13007

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
268	322	537	446	278	287	291	321	177	745	440	348	405	404	387	461	313	312	337	322	251
200	240	174	207	153	156	194	189	84	195	193	178	220	192	154	215	208	197	223	219	160
509	541	382	463	406	349	464	418	313	463	422	401	442	456	425	594	492	520	525	514	370
144	151	143	122	125	113	162	128	85	140	141	114	167	127	161	223	175	180	158	189	173
1121	1254	1236	1238	962	905	1111	1056	659	1543	1196	1041	1234	1179	1127	1493	1188	1209	1243	1244	954

2013

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
327	340	362	295	262	279	283	294	288	420	361	363	358	334	373	316	317	350	344	353	359

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
93.7	91.9	92.9	85	85.2	88.9	83.9	86.7	89.8	81.6	83	83.3	86.2	82	87.6	87.2	83.4	87.8	81.6	83.9	84.9
87	86.7	86.2	78.3	86.9	90.4	90.2	85.2	85.7	89.2	82.9	89.3	85	82.3	83.1	83.7	90.9	84.3	81.6	81.3	88.1
87.4	86.1	88.2	81.4	88.9	88	84.5	86.8	85.9	80.6	81.5	82.5	86.9	85.3	87.5	82.3	86	85	83.6	80.9	84.9
88.2	85.4	74.8	77.9	86.4	85	83.3	89.1	78.8	81.4	81.6	87.7	91	92.9	90.1	80.3	84.6	82.2	79.1	79.4	85.5
80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
40.3	46.6	51.6	46.4	46.5	45.3	44.5	50.5	55.4	38.5	48	50.3	40.3	48.8	46.8	51	51.8	51.3	45.1	46.6	52
35	34.6	31.6	30.4	50.3	43.6	47.4	48.7	58.3	42.1	49.7	47.2	43.6	54.2	44.8	46.5	52.9	55.8	53.4	57.5	56.9
43.4	35.5	31.7	39.1	36.2	37.8	36.9	36.8	32.9	39.5	37	33.7	41.2	38.8	36.7	38.7	44.7	44	36.8	41.2	49.7
31.3	35.8	28.7	26.2	28.8	29.2	22.8	27.3	22.4	27.9	23.4	28.1	29.3	44.09	46	35.4	34.3	34.4	29.7	24.3	35.3
30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

2013

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
99.97	100.00	99.77	99.98	100.00	100.00	99.98	99.94	99.96	99.83	99.99	99.73	99.96	99.99	99.97	99.97	99.99	99.98	99.97	99.93	99.87
99.96	99.77	99.97	99.99	100.00	99.98	99.99	99.98	99.97	99.90	99.99	99.99	99.99	99.97	100.00	99.99	99.94	99.96	99.99	100.00	99.86
100.00	99.99	99.92	99.925	100.00	100.00	99.98	99.98	100.00	100.00	99.93	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00	100.00
99.5	99.5	99.5	99.5	99.50	99.5	99.5	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
99.8	99.94	99.3	99.94	99.98	99.68	100.00	99.92	99.89	99.85	99.91	99.94	98.89	99.38	99.49	95.58	98.02	100.00	99.94	100.00	100.00
99.25	100	100	100	100	99.87	99.93	99.98	99.98	98.88	100.00	100.00	99.99	100.00	100.00	99.90	99.93	99.88	100.00	99.99	99.54
99.96	100.00	99.81	99.8	100.00	100.00	99.97	99.78	99.95	100.00	99.73	100.00	99.94	99.98	100.00	99.94	99.94	100.00	100.00	99.97	99.51
99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.5	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50

2013

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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2014																		12MthAvg
Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		
433	377	366	331	258	269	310	287	325	369	350	253	322	303	315	263	266	303	
223	218	267	304	196	314	334	312	274	345	305	223	307	297	313	317	251	299	
647	510	668	571	483	480	504	449	490	566	501	439	500	439	517	606	492	499	
246	195	252	193	185	177	180	132	148	140	109	142	145	103	116	137	133	139	
1549	1300	1553	1399	1122	1240	1328	1180	1237	1420	1265	1057	1274	1142	1261	1323	1142	1239	

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg
389	382	339	345	288	278	299	285	330	369	349	269	317	292	314	254	250	301
210	210	242	291	210	305	340	293	303	340	314	238	287	296	319	288	251	298
632	501	597	586	496	492	496	430	490	592	502	424	503	454	518	527	519	496
263	187	227	194	178	190	174	146	135	152	124	127	148	104	118	130	128	140
1494	1280	1405	1416	1172	1265	1309	1154	1258	1453	1289	1058	1255	1146	1269	1199	1148	1234

2014																		12MthAvg
Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		
426	484	559	502	416	378		388	402	369	350	308	309	323	283	308	426	424	
							225	234	211	187	149	166	180	145	165	243	262	
							150	154	149	145	134	124	126	120	126	163	142	
							13	14	9	18	25	19	17	18	17	20	20	

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD	
91.3	83.8	78.8	75.1	79.9	86.3	92.3	86.3	82	79.8	81.2	84.1	90.5	86.1	86.6	80.4	86.8	85.2		83.6	
81.4	87.6	82.6	77.3	74.3	83.3	82.6	84	76	82.9	86.1	88.3	88.3	82.8	86.5	78	79.5	83.2			
84	81.8	82.2	74.2	75.4	81.9	83.5	86.7	83.9	77.8	83.5	85.8	83.6	80.9	85.4	92.3	72.7	83.2	83.3	82.5	
83.7	84	91.2	73.7	70.8	74.2	87.4	80.1	83.7	74	78.1	87.9	77.2	83.3	83.1	83.3	72.6	80.4			
80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80		

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD	
59.6	49	38.6	42	52.4	48.6	59.2	52.6	52.8	46.8	47.3	42.2	49.8	46.2	37.3	47.4	44.8	47.9		46.1	
41.1	63	52.5	52.6	35.7	47.5	40	58.7	40.8	52.3	57.8	53.8	58.9	53.2	41.9	50.5	38.5	49.5			
46.7	41.1	44.7	46.8	41.3	45.7	46.2	45.8	47.7	45	44.8	52.6	50.8	44	38.4	50.6	35.3	45.6	44.4	43.0	
37.6	44.6	43.2	39.2	29.8	36.8	51.7	32.2	34.7	36.4	43.5	49.4	34.3	29	37.1	39.7	53.2	39.8			
30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	35	35	30		

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD
99.96	99.88	99.96	99.99	99.98	99.97	99.99	99.99	99.95	99.95	99.99	99.77	99.97	99.99	100.00	99.99	100.00	99.96		99.99
99.98	99.98	99.98	99.93	99.98	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.89	99.87	99.99	99.99	99.98		
100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.96	99.96	100.00	100.00	99.99	100.00	99.94	99.99	100.00	99.99	99.98	99.99
99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50		

Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	12MthAvg	LstQtr	YTD
100.00	99.78	99.99	100.00	99.92	99.98	100.00	100.00	99.98	99.98	99.99	100.00	100.00	99.99	99.99	99.99	100.00	99.99		99.99
99.98	100.00	99.96	99.96	99.95	99.92	99.99	99.99	99.99	99.99	100.00	100.00	99.99	100.00	99.96	99.98	100.00	99.98		
99.99	100.00	99.97	100.00	100.00	99.98	99.70	99.70	99.97	99.97	99.95	100.00	100.00	100.00	99.99	99.87	100.00	99.93	100.00	99.93
99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50	99.50		

2014												2015					12MthAvg	YTD	
Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May			

