

SSP and LSP adjustments

At PAC on 10th April Xoserve picked up the following action:

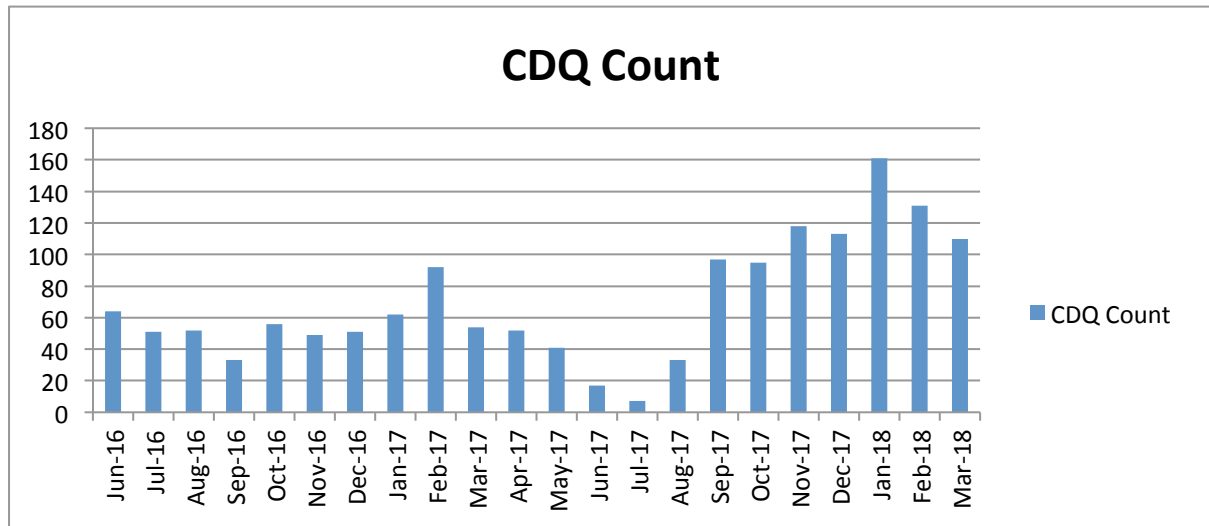
PAC0406: *Reference SSP and LSP adjustments - Xoserve (FC) to provide a high level view (from June 2016 to date and SSP from 'go-live' date).*

LSP and SSP adjustments are submitted via Contact Management Service (CMS) in CDQ (Consumption Dispute) and RFA (Request for Adjustment) Contact Codes. Owing to the complexities of analysis on these adjustments, as CMS does not hold the AQ value, and these adjustments cross thresholds between LSP and SSP and vice versa, the team have advised a report would require considerable resource and a substantial cost.

As a result we have provided figures to reflect the number of contacts submitted from June 2016 to date. PAC will be requested to provide feedback whether this is sufficient or a full report is required.

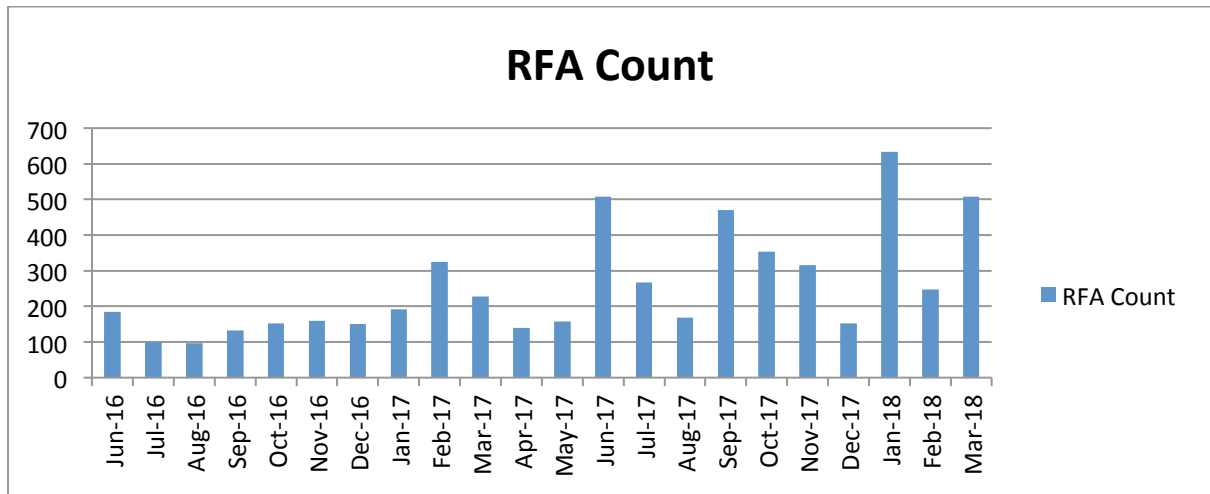
The volume of Contacts submitted for each contact code since June 2016 is below:

CDQ Contacts:



CDQ			
Month	Count	Month	Count
Jun-16	64	Jun-17	17
Jul-16	51	Jul-17	7
Aug-16	52	Aug-17	33
Sep-16	33	Sep-17	97
Oct-16	56	Oct-17	95
Nov-16	49	Nov-17	118
Dec-16	51	Dec-17	113
Jan-17	62	Jan-18	161
Feb-17	92	Feb-18	131
Mar-17	54	Mar-18	110
Apr-17	52		
May-17	41		

RFA Contacts:



RFA			
Month	Count	Month	Count
Jun-16	184	Jun-17	508
Jul-16	100	Jul-17	267
Aug-16	96	Aug-17	168
Sep-16	132	Sep-17	470
Oct-16	153	Oct-17	354
Nov-16	159	Nov-17	316
Dec-16	150	Dec-17	152
Jan-17	192	Jan-18	634
Feb-17	324	Feb-18	247
Mar-17	227	Mar-18	507
Apr-17	139		
May-17	157		