



NHH Market Performance

OPS Performance

- OPS performance for September is 78%, 3% above our forecasts with the biggest movers being;
 - OPS C1a @ 39% (-20% v last month) which is against a market average of 89% in August
 - OPS C2a @ 92% (+5% v last month) which is against a market average of 97% in August
 - OPS C3a @ 81% (+2% v last month) which is against a market average of 97% in August
- The c.3500 paper forms submitted by [REDACTED] in August have had a significant impact on the performance of OPS c1a, where we have seen performance drop from 20% between August into September. This has occurred whilst initiating a staggered SLA start for these particular requests.
- MOSL have yet to issue IPRP's for OPS measures, however this is expected to change in the near future.

MPS Performance

- MPS performance for September is forecasted to be [REDACTED], [REDACTED] below our forecast, with the biggest movers being;
 - MPS 3 @ [REDACTED] ([REDACTED] v last month) which is against a market average of 83%
 - MPS 7 @ [REDACTED] ([REDACTED] v last month) which is against a market average of 86%
 - MPS 14 @ [REDACTED] ([REDACTED] v last month) which is against a market average of 79%
- We are currently in the process of detailing an Initial Performance Rectification Plan (IPRP) extension, with stakeholders from WMS and Developer Services as part of the IPRP extension requested by MOSL. [REDACTED]
[REDACTED]

- [REDACTED]

