

Tuesday, 9 May 2023

1  
2 (10.00 am)  
3 **MR BLAKE:** Good morning, Chair. Can you see and  
4 hear me?  
5 **SIR WYN WILLIAMS:** Yes, I can, thank you.  
6 Good morning, Ms Longley.  
7 **MR BLAKE:** Ms Longley, I think we can hear you. Can  
8 you just speak a little louder or can your  
9 volume be turned up?  
10 **THE WITNESS:** Hello?  
11 **MR BLAKE:** Can everybody in the room hear? If  
12 I could ask you to affirm, and we'll test the  
13 volume.  
14 **BARBARA LONGLEY (affirmed)**  
15 **Questioned by MR BLAKE**  
16 **MR BLAKE:** Thank you very much, can you give your  
17 full name, please.  
18 **A.** My name's Barbara Longley.  
19 **Q.** Thank you. Ms Longley, you have produced two  
20 states in this Inquiry. Do you have them in  
21 front of you?  
22 **A.** Yes, I should do.  
23 **Q.** Thank you.  
24 **A.** Are these witness statements? Yes.  
25 **Q.** Thank you. The first is dated 12 September

1

1 although I'll cover a little bit of the same  
2 ground.  
3 First of all, thank you very much for  
4 attending the Inquiry today. I'm going to begin  
5 by asking you about your background. You joined  
6 ICL retail in the 1980s; is that right?  
7 **A.** That's correct.  
8 **Q.** You joined SSC, the Software Support Centre, in  
9 January 1998 as SSC coordinator.  
10 **A.** Yes.  
11 **Q.** SSC coordinator sounds like a very grand title  
12 but I think you've said in your witness  
13 statement it was a clerical role; is that right?  
14 **A.** Mainly, yes.  
15 **Q.** Can you tell us in broad terms what that  
16 involved?  
17 **A.** Doing the rotas, keeping annual leave, sick  
18 leave, making sure that anything like the  
19 air-conditioning is working, photocopier is  
20 working and then, of course, the calls. Just  
21 general clerical stuff, stationery, maintaining  
22 the stationery cupboard.  
23 **Q.** Thank you. You said that one of your roles  
24 involved the calls. I'm being told that people  
25 can't hear in this room. A message has gone to

3

1 2022.  
2 **A.** Yes.  
3 **Q.** Could I ask you to have a look at the final  
4 page, page 6. Is that your signature, at the  
5 end of the statement?  
6 **A.** Yes, it is.  
7 **Q.** Thank you very much. Is that statement true to  
8 the best of your knowledge and belief?  
9 **A.** Yes, it is.  
10 **Q.** Thank you very much. Your second witness  
11 statement is dated 8 February of this year.  
12 Could I ask you again to turn to the final  
13 substantive page, that's page 11. Just confirm  
14 that's your signature.  
15 **A.** Yes. Yes, it is.  
16 **Q.** Thank you. Is that statement true to the best  
17 of your knowledge and belief?  
18 **A.** Yes, it is.  
19 **Q.** Thank you very much. For the purpose of the  
20 transcript, those statements are WITN04500100  
21 and WITN04500200.  
22 Ms Longley, those two statements will go  
23 into evidence and will be published on the  
24 Inquiry's website so the questions that I'll ask  
25 you will be supplementary and add to that,

2

1 RTS, the providers, to try to turn up your  
2 volume. Sorry, you won't be aware of this issue  
3 but at the moment it's just a few of us who can  
4 hear you. On the plus side, I should say we  
5 have plenty of time.  
6 Thank you. We'll try again. You joined the  
7 SSC before what we know as the national rollout  
8 of Horizon, the 1999/2000 period. You don't  
9 recall, I think, specifically the rollout of  
10 Horizon; is that correct?  
11 **A.** No, no, I didn't.  
12 **Q.** But presumably you were aware when you joined  
13 that you were in the early days of Horizon?  
14 **A.** I don't know. I can't remember whether I did  
15 read something or not. I did print something  
16 out when I went for my interview with Nick but  
17 I can't remember what it said.  
18 **Q.** You stayed at the SSC until your retirement in  
19 2005?  
20 **A.** That's correct.  
21 **Q.** Can you tell us something about the training  
22 that you received for this role?  
23 **A.** I went over to the Feltham office where my  
24 predecessor was doing the role and I spent four  
25 months with her every day, just sat with her and

4

1 noting what she did and she'd sort of be  
2 instructing me as we went along. So I was sort  
3 of learning from her, who was passing all her  
4 knowledge on to me.

5 And then after the four months I went back  
6 to the office in Bracknell.

7 **Q.** Can you tell us her name, please?

8 **A.** Hazel Salvat.

9 **Q.** Presumably again, Ms Salvat would have had  
10 little experience using Horizon in 1998 because  
11 it was a new system. Was that something you  
12 were aware of or not?

13 **A.** I think she'd been with the system for a lot  
14 longer before I met her. She didn't say too  
15 much about what she did before, because I'm not  
16 sure what her role was, but she did work on the  
17 Horizon System before.

18 **Q.** Would it be fair to summarise that when you  
19 joined and were trained, you weren't told about  
20 this being a brand new system or you don't  
21 recall being told about this being a brand new  
22 system?

23 **A.** No, I don't recall. No, I don't recall being  
24 told much about the system.

25 **Q.** I'm now going to ask you about error logs and,

5

1 of the call into the call, then everybody could  
2 see it. Does that make sense?

3 **Q.** Thank you very much. I'm going to take you to  
4 the expert report that the Inquiry saw in  
5 Phase 2 of the Inquiry, that's EXPG0000001.  
6 Thank you very much. Can we turn to page 116.

7 **A.** I'll look at the one on the screen.

8 **Q.** Yes, thank you. The page after that, please.  
9 So the Inquiry's expert carried out some  
10 analysis and he refers to what are referred to  
11 as "PPs", those are PEAKs and PinICLs. You  
12 appear there, if we could scroll down the page,  
13 in the highest number of PPs in the period  
14 before the rollout, so 1996 to 2000. Can you  
15 tell us why you think your name appears so often  
16 in those logs?

17 **A.** I know why my name appears so often, because  
18 every call, or nearly every call that came in,  
19 would have to pass through my hands, so to  
20 speak. Every call that came in, if I dealt with  
21 it, I would be the one to do the pre-scan which  
22 is sort of looking at it, checking it, and  
23 assigning it to somebody and maybe making  
24 a change to the title, because the titles came  
25 in exactly as spoken to the Horizon people at

7

1 to help you prepare for today, you've been  
2 provided with what are known as PinICLs and  
3 PEAKs. Do you remember those?

4 **A.** Yes.

5 **Q.** Yes. Now, you described your role in relation  
6 to administrative matters. In broad terms, what  
7 was your role in relation to PinICLs and PEAKs?

8 **A.** The calls would come over from Stevenage,  
9 Helpdesk, and arrive on a stack now either first  
10 thing in the morning, the duty technician would  
11 have been monitoring and doing pre-scan. I went  
12 in about 9.00 and if there was anything urgent  
13 then it would be dealt with straightaway or  
14 somebody might have been dealing with it  
15 previously, before the call came.

16 And then just throughout the day I would  
17 monitor what was going on and take phone calls,  
18 sometimes from Stevenage, if somebody wanted  
19 an update, but basically I was just copy and  
20 pasting information from the calls, back into  
21 the calls, so that everybody could see it.  
22 Because some people, and I can't remember  
23 exactly who, which people it was, not everybody  
24 could see everything in the call. But if  
25 I copied and pasted an update showing progress

6

1 Stevenage, and they just type it in.

2 So when the call came in, it automatically  
3 had a title that was the first conversation  
4 held. So I had got the power to change that, to  
5 look further into the call and see what the  
6 actual problem was and make that title.

7 Then I'd assign it to one of the technicians  
8 to deal with. So every call that came in, they  
9 might have been passed through me two or three  
10 times in the day, maybe. Every time I put  
11 an update on, then my name would appear on it.  
12 So ...

13 **Q.** If we look at that list, Lionel Higman, for  
14 example, is that somebody you remember at all?

15 **A.** I do remember Lionel, mainly from my four  
16 months' training. He was over at Feltham.  
17 I can't remember if he came over to Bracknell at  
18 any stage.

19 **Q.** Do you remember what his role was?

20 **A.** I can't remember exactly but I think he did  
21 something like he would set you up on the  
22 system, so you've got a password to get in.  
23 I don't really -- I didn't --

24 **Q.** So again, more of an administrative role?

25 **A.** I think so. I didn't have a lot to do with him.

8

1 Q. Are there any names on that list that's on  
 2 screen at the moment that stand out for you in  
 3 your recollection?  
 4 A. People that I know, um, Richard Coleman, who  
 5 left to become a priest. John Simpkins sat  
 6 behind me. Diane Rowe at to the side of me.  
 7 Paul --  
 8 Q. They were engineers, were they?  
 9 A. Yeah, the technicians. Paul Steed, he was  
 10 a technician, he left. I don't know, the  
 11 name -- Eric Jennings, I don't know. I'll carry  
 12 on down. Mike Croshaw was one of the  
 13 technicians on the other side of the floor. Pat  
 14 Carroll was on the other side of the floor.  
 15 Steve Warwick, I think he was one of the big  
 16 bosses that resided upstairs. I didn't have  
 17 much to do with him at all.  
 18 Q. Thanks very much. Let's look at our first  
 19 PinICL, FUJ00010355.  
 20 A. I'll look at it on screen.  
 21 Q. Thank you. This is from January 1998 and, about  
 22 halfway down, it says:  
 23 "I have set up Privilege Plus access for  
 24 Barbara Longley."  
 25 I think you've said in your first statement

9

1 Q. Thank you.  
 2 A. It would only be a guess if I said anything.  
 3 Q. Thank you. I want to ask you about how calls  
 4 were assigned. You've addressed that at  
 5 paragraph 7 of your second witness statement but  
 6 I want to take you through step by step. The  
 7 first step, it seems, was that the Horizon  
 8 Helpdesk would put calls on your stack and  
 9 you've talked about a stack. Can you tell us  
 10 again, what is a stack or what was a stack?  
 11 A. It's just a list. It's like your mailbox with  
 12 your mails coming in. You've got a list of  
 13 calls rather than a list of emails and it's all  
 14 set out, you know, you've got PinICL number,  
 15 description, I think at the top, what --  
 16 Q. Those came in from what we know as the Horizon  
 17 System Helpdesk; is that right?  
 18 A. They came over from the Stevenage Helpdesk.  
 19 Q. Can you tell us, did you have a view at the time  
 20 or, looking back, do you have a view, as to  
 21 whether those calls were filtered appropriately  
 22 to you?  
 23 A. No, I'd just take them as they come over and  
 24 I don't know what happened to them before then,  
 25 unless somebody had specifically typed in there

11

1 that that probably gave you access to the call  
 2 logging system; is that right?  
 3 A. Yes, this is the four months when I joined over  
 4 at Feltham, so I had to be set up on the system  
 5 because I was a new joiner.  
 6 Q. Does that give an indication as to when you  
 7 started, 23 January?  
 8 A. Yes, that's how I worked out where I started.  
 9 It was in January to April because I think on  
 10 some of these ones, 1998, we might see Hazel's  
 11 name on them. So everything on a call that was  
 12 1998, those first four months, would not have  
 13 been my words. So I'd have been dictated by  
 14 Hazel or somebody else. Because I wasn't fully  
 15 trained then so I wasn't able to be let loose on  
 16 the calls, so to speak.  
 17 Q. Am I right in saying you can't recall exactly  
 18 what "Privilege Plus" meant but you had some  
 19 abilities to, for example, add and amend entries  
 20 in the logs?  
 21 A. Yes, I presume it means that I can deal with  
 22 extra things on the calls. I'm not -- I've not  
 23 seen that bit. I didn't see that when I was  
 24 working, as far as I can tell. I don't remember  
 25 seeing "Privilege Plus".

10

1 what they'd done.  
 2 Q. Do you recall any conversations with any  
 3 colleagues that there are too many coming over  
 4 from the Helpdesk, too few coming from the  
 5 Helpdesk or anything like that?  
 6 A. I don't remember anything like that, no, no.  
 7 Q. The second step was that you would allocate  
 8 calls to an SSC technician. How would you know  
 9 which technician to allocate calls to?  
 10 A. Sometimes the clue was in the actual problem.  
 11 I have a sort of idea that after four months who  
 12 did what, there were sort of key words like it  
 13 was -- I think, is it AS -- would be  
 14 a communications problem? You know, like  
 15 a phone problem or something.  
 16 Q. ASDL, was that?  
 17 A. I think so, yes something like that. It would  
 18 go to a technician who was dealing with that  
 19 sort of thing. Basically, it was the technician  
 20 or technicians that dealt with that particular  
 21 problem and over time you learnt, if it wasn't  
 22 that person, they would either say, "Oh no, that  
 23 is wrong, give it to somebody else", when I was  
 24 first starting out. So there wasn't any chance  
 25 that I would give it to the wrong person and

12

1 that it would stay with the wrong person.  
 2 (Unclear) straightaway when I was new at it,  
 3 sort of thing.  
 4 **Q.** Was there a list, was there a manual of some  
 5 sort that told you who specialised in particular  
 6 areas or was that just something that you were  
 7 expected to know?  
 8 **A.** I was expected to know and learn as I went  
 9 along.  
 10 **Q.** You've said in your statement that some of the  
 11 engineers were interested in particular  
 12 problems.  
 13 **A.** Oh yes, particularly if it was one that had come  
 14 over before I got into work because they quite  
 15 often would phone up and they'd have  
 16 conversations with the Helpdesk. Somebody might  
 17 say "There's a call on the stack, can I have  
 18 that because I did something similar the other  
 19 week?" or "I know a little bit about that one,  
 20 could I have it, please?"  
 21 Some of the technicians could do  
 22 multi-tasking, you know. They knew various  
 23 other subjects, besides their specific subject.  
 24 **Q.** How would you familiarise yourself with who was  
 25 interested in what?

13

1 particularly experienced and knowledgeable?  
 2 **A.** Probably the ones that had been there the  
 3 longest. Like Steve Parker, John Simpkins, Pat  
 4 Carroll. Paul Steed had been there a long time.  
 5 **Q.** Sorry, can you just say that again for the  
 6 transcriber?  
 7 **A.** Paul Steed.  
 8 **Q.** Paul Steed?  
 9 **A.** He was right at the beginning.  
 10 **Q.** Thank you. We may see some names as we go  
 11 through documents and if any stand out to you  
 12 that you recall of being of particular  
 13 experience or knowledge, then do feel free to  
 14 say.  
 15 **A.** As far as being experienced and able to do the  
 16 job well, that would not be for me to say  
 17 because that would go into their appraisal.  
 18 Their manager would be the one who would know  
 19 more than me.  
 20 **Q.** Certainly but, if you were allocating calls to  
 21 particular people because you had in mind that  
 22 they were particularly experienced in something  
 23 or had a particular knowledge, then please do  
 24 say if you can where we come across those names.  
 25 **A.** Okay.

15

1 **A.** If they said they were interested in it or had  
 2 done something similar, then they'd get the call  
 3 because it made sense, if they knew about the  
 4 call, for them to carry on and they wouldn't  
 5 have to go and start the research all over  
 6 again.  
 7 **Q.** Can you tell us what would happen when, for  
 8 example, a new engineer joined, a new technician  
 9 joined. How would you familiarise yourself with  
 10 their particular interest or speciality?  
 11 **A.** I think everyone who joined, in the technicians,  
 12 had a mentor and they would sit with the mentor  
 13 so, obviously, whoever the mentor was, their  
 14 specialist subject would be passing on to the  
 15 new person. So that would mean that the new  
 16 person would be doing the same subject as their  
 17 mentor.  
 18 **Q.** Are you able to assist us in any way whether  
 19 there was a turnover in those technicians? Did  
 20 they come and go? Were there some that were  
 21 constant?  
 22 **A.** It varied. We had some that had been there for  
 23 years, and there'd be some that stayed sort of  
 24 probably a year.  
 25 **Q.** Are there any that you recall that were

14

1 **Q.** Thank you. You've spoken about the room and  
 2 you've said that some people sat behind you,  
 3 some people sat across the room, some people  
 4 were on different floors. Can you tell us  
 5 a little bit about that and what the set-up was?  
 6 **A.** Upstairs was top management. Well, people above  
 7 Mik, above the manager, the top managers, and  
 8 a few other types. I don't really know. We  
 9 didn't go up there very often.  
 10 The floor was divided one side of the  
 11 building and the other side and people tended to  
 12 sort of -- I just had sort of like, John and  
 13 Diane next to me and then Steve was over the  
 14 way.  
 15 **Q.** Were they sitting in accordance with any  
 16 particular specialism? Was there a particular  
 17 reason why those technicians were nearer you?  
 18 **A.** Not the technicians, no. There were other sort  
 19 of little groups that came in from time to time,  
 20 we had people come over occasionally from  
 21 Belfast. I can't remember what they did but  
 22 they always sat in one area. Then I think there  
 23 were some test people. They all sat in one  
 24 area. People who tested equipment, people, they  
 25 were away from us down the other end of the

16

1 floor.  
 2 I'm trying to think now. I think the  
 3 technicians, more or less, were just sort of  
 4 spaced around in the middle of the building.  
 5 **Q.** Were you aware of them sharing their own  
 6 knowledge between themselves of things like  
 7 bugs, errors and defects in Horizon?  
 8 **A.** Oh yes, everybody helped everybody. I don't  
 9 think people kept their stuff to themselves.  
 10 I think that if somebody could help somebody  
 11 they would.  
 12 **Q.** Did they specialise in particular bugs, errors  
 13 or defects, for example, or was there  
 14 a generalised sense of knowledge relating to the  
 15 Horizon System or a base level knowledge of  
 16 bugs, errors and defects?  
 17 **A.** I'd say probably general. Most people could  
 18 step in if needed to help out.  
 19 **Q.** Are you able to give us any examples of where  
 20 a particular problem had to go to a particular  
 21 engineer? Is there anything you can recollect?  
 22 **A.** Not specifically, no.  
 23 **Q.** You've said that you also used key terms to work  
 24 out who to approach and you, I think, mentioned  
 25 one may be ADSL, or something like that. Are

17

1 called now. If it was a new batch of software  
 2 that had been sent down to the Post Office  
 3 overnight to say it had a different -- I can't  
 4 think of the word.  
 5 **Q.** A release?  
 6 **A.** Yes, a release. I could change that. They'd  
 7 tell me "All calls coming in from now on are  
 8 going to be this release, so change that on the  
 9 call".  
 10 Thank you for helping me out on that.  
 11 **Q.** Did that, to the best of your recollection, lead  
 12 to a call being closed if there'd been a release  
 13 or did it lead to something else?  
 14 **A.** No, it would be dealt with the same way. It  
 15 would just be a call that was being dealt with  
 16 with a different release from, say, a previous  
 17 one the week before or something, before the --  
 18 **Q.** So would you update all cases that related to  
 19 a particular release?  
 20 **A.** If I was told that all the calls coming in were  
 21 this new release then I would. I'd change it.  
 22 **Q.** Who would tell you?  
 23 **A.** Probably Mik, Mik Peach.  
 24 **Q.** Was he your manager or --  
 25 **A.** Yes, he was the manager at the SSC.

19

1 you able to assist us with that, how you became  
 2 familiar with those key terms?  
 3 **A.** Just from seeing them in the calls and knowing  
 4 that those words meant that it was  
 5 a communication and I gave it to the person who  
 6 was dealing with that.  
 7 **Q.** It's right to say that you didn't have any  
 8 expertise in technical matters?  
 9 **A.** No, no. No, I'd not heard about Horizon when  
 10 I joined. It was all a mystery to me when  
 11 I joined.  
 12 **Q.** The third step in the allocation process, once  
 13 you had allocated to a particular engineer, was  
 14 that you would update the calls, you've said in  
 15 your statement, as instructed.  
 16 **A.** Yes.  
 17 **Q.** Who would instruct you in relation to updating  
 18 the PinICLs or PEAKs?  
 19 **A.** Do you mean when they came in first of all or in  
 20 progress when, say, an engineer had done  
 21 something or -- and --  
 22 **Q.** Either or both?  
 23 **A.** Either. I was able to, as I say, change the  
 24 title. I could correct the spelling and I was  
 25 usually told -- I'm trying to think what it was

18

1 **Q.** I'm going to take you through some logs to see  
 2 if you can assist the Chair. Can we start with  
 3 FUJ00010388.  
 4 **A.** That one on the screen?  
 5 **Q.** Yes. So this a PinICL, it's an early PinICL  
 6 dating back to January 1998, and the summary at  
 7 the top there is "PM [postmaster] has run  
 8 a weekly report and 1 payment is missing".  
 9 So it relates to a missing payment. If we  
 10 start with the substantive activities that are  
 11 logged there it says the user "Customer Call".  
 12 Would that information from a customer call be  
 13 put in by yourself and your colleagues in  
 14 a similar position, or would it appear there  
 15 from the Helpdesk, for example?  
 16 We can talk in general terms. It doesn't  
 17 have to be about this particular PinICL but  
 18 where we see information -- we will come in  
 19 subsequent PinICLs and PEAKs to information from  
 20 a customer call. Would you input the customer  
 21 call information or would it --  
 22 **A.** It looks like it's been put in already, I think,  
 23 looking at it.  
 24 **Q.** This may not be the best example because I think  
 25 this is one of those early PinICLs, where --

20

1 **A.** So someone has rung the PM. I didn't have any  
 2 contact with the PM at all, so that might have  
 3 been John did that, John Simpkins. I can't see  
 4 that I -- I think it --

5 **Q.** If we turn over the page, we see your  
 6 predecessor's name, Hazel Salvat, becoming  
 7 involved on 22 January?

8 **A.** Yes. She's asking Paul, that would be Paul  
 9 Steed.

10 **Q.** Typically in these PinICLs and PEAkS what we'd  
 11 see is a customer call and then followed by  
 12 further logs and really my question is the  
 13 information that relates to customer calls, is  
 14 that information that you at the SSC would put  
 15 in or is that something that would already  
 16 appear before your involvement?

17 **A.** Which bit is the call log? Are you talking  
 18 about something that's been put in --

19 **Q.** The entries before, for example, Ms Salvat's  
 20 name where it says "Customer Call"?

21 **A.** "Customer opened" -- that would be from  
 22 Stevenage, that would be opened by Stevenage,  
 23 I think. "Customer opened date", "customer"  
 24 would be the Post Office person phoning in,  
 25 I presume.

21

1 You're named for the first time on 26 January  
 2 1998.

3 **A.** Yes.

4 **Q.** Now, as I say, this isn't the best of PinICLs  
 5 because this one seems to be a little bit out of  
 6 order. Some of the wording is out of order but  
 7 if we look at the very bottom, it says:  
 8 "Having spoken to Margaret Brunton/NELSON  
 9 VILLAGE SPS -- she is ..."

10 Now, I think if we go two up, it says:  
 11 "happy for this to be closed."

12 That might be a single line suggesting that  
 13 the customer is happy for the call to be closed.  
 14 If we look at the customer name at the top it  
 15 has "Margaret Brunton/NELSON". Where it says,  
 16 "Have spoken to" so it has your name as the  
 17 person entering the information.

18 **A.** I wouldn't have spoken to the postmaster.  
 19 I don't know whether Hazel did because this was  
 20 all done under supervision. She'd have got me  
 21 sort of typing stuff in to get used to typing  
 22 the stuff in, the responses, and doing the cut  
 23 and paste. And the wording looks more like her  
 24 wording than what I would have probably put.

25 **Q.** So from your involvement, if we see the words

23

1 **Q.** I think you said that you didn't have any  
 2 contact with the subpostmasters?

3 **A.** No, no, they didn't have my phone number. They  
 4 wouldn't ring me but the technicians could  
 5 because technicians could contact the postmaster  
 6 but I had no contact with them.

7 **Q.** During your time as SSC coordinator, do you  
 8 recall at any time speaking to subpostmasters or  
 9 their managers or assistants?

10 **A.** Only about twice, when a little group came over  
 11 and they came to my desk to sign in, in the  
 12 visitor's book, and then it would only be sort  
 13 of general chit-chat, you know, sort of "Where's  
 14 the coffee machine?", "Did you have a nice  
 15 journey?" Nothing about work or anything like  
 16 that. Very occasionally, as I say -- I only  
 17 remember two lots coming over.

18 **Q.** Do you remember what kind of a group was it, was  
 19 it an organised group like the NFSP or was it  
 20 just a --

21 **A.** It was just a little group of people. I didn't  
 22 know who they were or anything. I just knew  
 23 that they worked for the Post Office.

24 **Q.** Thank you. Can we turn to page 5 of this  
 25 document and you become involved at this stage.

22

1 such as "Have spoken to" and it's followed by  
 2 a customer name, that wouldn't signify that you  
 3 in any way spoke to the customer because that  
 4 wasn't part of your job?

5 **A.** No, I never spoke to them. There might have  
 6 been something -- is there anything further up  
 7 that I could have copied, maybe? It doesn't  
 8 look like it, does it?

9 **Q.** If we look at the summary, where it refers to  
 10 a missing payment, this was very early in your  
 11 job, in the SSC. Do you remember issues such as  
 12 missing payments being issues that came across  
 13 your desk?

14 **A.** I think I had calls about missing payments but  
 15 I don't remember any in particular. It's like  
 16 this one was -- I'd only been probably in the  
 17 job about a week or two -- 26/01. I was --

18 **Q.** Can you give us an indication, let's take  
 19 missing payments as a topic. Is that something  
 20 that would have come across your desk rarely,  
 21 often, sometimes? Is it something you recall?

22 **A.** I can't recall how many times, no.

23 **Q.** Is it a familiar phrase, "missing payments"?

24 **A.** Yes, yes. There would have been calls for  
 25 missing payments. But I can't remember anything

24

1 much about ...

2 **Q.** Let's move on to the year 2000. Can we look at

3 FUJ00086585. We're now moving onto the PEAK

4 system, so this is the system that followed the

5 PinICL system and it says there in the summary:

6 "The pm [postmaster or mistress] is having

7 problems rolling the office over."

8 Now, again, if we talk about an indication

9 of how often -- a lot, sometimes, rarely -- is

10 that a kind of issue that would crop up?

11 **A.** I think it would crop up quite often. I can't

12 say how many times.

13 **Q.** Let's look at the information, customer call.

14 So again, this is a different format now but

15 we're looking at information that's provided.

16 It says "User: Customer Call"; do you recall who

17 would have inputted that information?

18 I'll read you the first part. It says:

19 "The pm is having problems rolling the

20 office over. There are figures missing from the

21 cash account which is one person entire work.

22 "Advice: got the pm to check all the stock

23 unit and they are in [cash accounting period

24 06]."

25 **A.** That's sounds very much like it was inputted by

25

1 often? You don't need to give me an exact

2 number but was it a lot, sometimes, rarely that

3 those kind of issues would come across?

4 **A.** I suppose they would come over fairly recent --

5 fairly often. It sounds very familiar, sort of

6 thing.

7 **Q.** Thank you. If we scroll down about halfway, it

8 says "AL1". It's on the right-hand side.

9 Perhaps this could be highlighted.

10 **A.** "Her work is missing", that one?

11 **Q.** Yes, exactly:

12 "... her work is missing from the CA

13 [I think cash account]. When she did a balance

14 snapshot she was £9,000 over and all her stock

15 is showing as minus."

16 **A.** That comes from Stevenage. That little update.

17 **Q.** Then you have the advice below, which says:

18 "I asked caller to do a reprint of the final

19 balance for SU DD to see what the figures looked

20 like. Everything is minus of what she sold.

21 I think that she rolled over with nothing in her

22 Stock, and everything went as an over. Advised

23 caller to roll over the SU into the next BP and

24 declare stock stamps and cash."

25 Again, so is it your evidence that that is

27

1 Stevenage Horizon desk, Helpdesk.

2 **Q.** So that's coming in from the -- that's

3 information you think --

4 **A.** Yes.

5 **Q.** -- that has been provided by the Helpdesk that

6 pre-dates your involvement?

7 **A.** I believe so, yes.

8 **Q.** Yes.

9 **A.** It sounds like they've been in contact with the

10 PM and been trying a few things or giving

11 advice, and --

12 **Q.** The advice there is advice that the Helpdesk had

13 given?

14 **A.** Yes.

15 **Q.** Thank you. I'll just carry on a little bit. It

16 says:

17 "Got the pm to try and get a trial cash

18 account. It says balancing error receipts and

19 payments do not match, investigate the error.

20 The error may be corrected using the reversal

21 function."

22 **A.** That also sounds like it's come from the Horizon

23 Helpdesk at Stevenage.

24 **Q.** Thank you. "Receipts and payments do not

25 match", again, are you able to assist us in how

26

1 likely to have been advice from the Helpdesk?

2 **A.** Yes, it sounds like they tried something,

3 something else with them and that's the result.

4 **Q.** Thank you. Then at the very bottom of this

5 page, there's another piece of advice there and

6 it says:

7 "... advised to go into stock bal and

8 declare stock, then stamps then cash. Advised

9 to then roll over XXX. Then to transfer the

10 stock from XXX to DD and then roll over office.

11 Pm ok to do this."

12 At the bottom it has "Repeat Call", and it

13 says:

14 "Caller has rung back in again. She's

15 rolled over SU XXX over with all the stock

16 missing from the clerk's SU. This is the

17 incorrect [it seems as though that may be 'This

18 is incorrect']. Caller should never have been

19 advised to do this. If my update had been read

20 and when she rang in before it would have been

21 clear that the caller rolled over DD SU with no

22 stock in it. Everything was zero and then she

23 started serving in [cash accounting period 06]

24 with no stock [maybe 'thus'] creating the minus

25 figures. By creating a correctional SU in [cash

28

1 accounting period 05] and putting the figures in  
2 showing it as a minus from [cash accounting  
3 period 06] it will now roll with CAP06 figures.  
4 If anything, they should never have added stock  
5 from this CAP, they should have added stock from  
6 the last CAP. This faulty advice has caused  
7 even more trouble and the pm has not rolled XXX  
8 over."

9 Is this kind of discussion from within the  
10 Helpdesk itself something that would crop up,  
11 that you recall?

12 **A.** That's -- that sounds rather unusual because  
13 someone's criticising somebody for not doing  
14 something correctly, the way I just read it.  
15 I'm not sure who actually did that, whether it  
16 was the Helpdesk or a technician. It doesn't  
17 have a technician's name against it, so  
18 I presume that somebody is telling the Helpdesk  
19 that they gave the wrong advice but I can't see  
20 from the call who that was.

21 **Q.** Is that something you would come across, do you  
22 recall?

23 **A.** No, that sounds rather usual, that anyone would  
24 do the wrong thing.

25 **Q.** Did you find the Helpdesk advice in general to

29

1 It may assist us to look at the log below  
2 where he then assigns it to EPOSS Development.

3 Sir, we may have lost Ms Longley. At the  
4 moment we're only seeing the document on screen.

5 **SIR WYN WILLIAMS:** All right.

6 Can you hear me, Ms Longley? It doesn't  
7 sound like it, does it? It doesn't sound like  
8 you have her.

9 **MR BLAKE:** Perhaps we could take a five-minute  
10 break.

11 **SIR WYN WILLIAMS:** Yes, by all means.

12 **MR BLAKE:** Thank you very much.

13 (10.46 am)

(A short break)

15 (10.52 am)

16 **MR BLAKE:** Sir, we appear to be having a little bit  
17 of difficulty with the witness's Internet  
18 connection. Could I suggest that we take our  
19 15-minute break now. We will -- I only have  
20 a maximum of one hour of further questions and  
21 we will be certainly finished before lunchtime.

22 **SIR WYN WILLIAMS:** Yes, certainly by all means. So  
23 what is the time now?

24 **MR BLAKE:** It is now 10.50.

25 **SIR WYN WILLIAMS:** So 11.05.

31

1 be helpful, unhelpful, something else?

2 **A.** I don't know. I wouldn't know because it would  
3 be technical. It would be someone like the  
4 technician would know.

5 **Q.** Is this history that's been entered here, is  
6 that something that you would read through  
7 before assigning to a technician, for example?

8 **A.** Usually. Is my name on this one?

9 **Q.** Yes. If we could turn to page 5 and we'll look  
10 at your first involvement.

11 **A.** No, I just wondered in case it was one of the  
12 times I wasn't there, perhaps, you know.  
13 Somebody else was pre-scanning.

14 **Q.** So you have your name, 3 May 2000, about halfway  
15 down this page -- thank you -- and you assign it  
16 to John Simpkins.

17 **A.** Mm.

18 **Q.** Perhaps if we could use this as an example. Are  
19 you able, in relation to this specific case or  
20 just in general terms, to tell us how it is that  
21 you would assign something like this to John  
22 Simpkins?

23 For example, how would you know that it was  
24 John Simpkins who should deal with this kind of  
25 a call?

30

1 **MR BLAKE:** Thank you very much.

2 (10.50 am)

(A short break)

4 (11.10 am)

5 **MR BLAKE:** Sir, we're still having some difficulty  
6 with the Internet connection. Could we take  
7 15 more minutes? As I say, the witness will not  
8 be very much longer once she has been  
9 reconnected.

10 **SIR WYN WILLIAMS:** Well, if you think that's  
11 fruitful, yes. But I am getting a bit sort of  
12 uneasy about everything being in a state of not  
13 knowing what's going to happen, if you see what  
14 I mean.

15 **MR BLAKE:** Yes.

16 **SIR WYN WILLIAMS:** I mean, take 15 minutes now but,  
17 otherwise, I suggest that you and the Core  
18 Participants take stock about how crucial oral  
19 evidence is in this case, given that her manager  
20 is giving evidence shortly. But, in any event,  
21 if it is important, whether it's just better to  
22 adjourn until 2.00 so everybody knows where they  
23 are, sort of thing.

24 **MR BLAKE:** Thank you very much, sir.

25 **SIR WYN WILLIAMS:** Let me know in 15 minutes what

32



1 you think, yes?

2 **MR BLAKE:** Yes. Thank you.

3 (11.12 am)

4 (A short break)

5 (11.29 am)

6 **MR BLAKE:** Thank you, sir. We can see you and we

7 can now see Ms Longley, as well.

8 **SIR WYN WILLIAMS:** Yes.

9 **MR BLAKE:** Can you both see and hear me?

10 **SIR WYN WILLIAMS:** I can hear you loud and clear.

11 **MR BLAKE:** Ms Longley, can you hear and see me?

12 **A.** It's a bit faint. I think somebody is trying to

13 sort it out for me.

14 **Q.** We can see somebody in the corner of your

15 screen.

16 **A.** Yes.

17 **Q.** Thank you. Perhaps if I start with a question,

18 and we'll see if it's loud enough for you.

19 **A.** Okay, that's better now.

20 **Q.** Thank you. Excellent. We were on document

21 FUJ00086585 and we were on page 5 of that

22 document. The question was: you there have

23 allocated this matter to John Simpkins. Are you

24 able to tell us, using this as an example, how

25 it might be that something was allocated to John

33

1 **Q.** How about Paul Steed?

2 **A.** He's a technician -- he was a technician.

3 **Q.** So:

4 "... tried Paul Steed but unavailable ..."

5 Then it says there:

6 "... voiced Barbara Longley for update on

7 this call ..."

8 Can you assist us, we've seen this on a few

9 occasions, "voiced Barbara Longley", what does

10 that mean?

11 **A.** Yes, that would be the Horizon Helpdesk giving

12 me a phone call asking me if there were any

13 updates and I'd look, and if there were, I would

14 cut and paste them back into the call or chase

15 up, possibly.

16 **Q.** We have again "voiced through Barbara Longley as

17 [postmaster or mistress] needs to know what is

18 happening"?

19 **A.** Yes, that would definitely be Stevenage Helpdesk

20 because they're the only ones who can speak to

21 the PM. The PM would phone them up, if you look

22 at the call, it's sort of clear that the

23 postmaster obviously phoned into the helpdesk

24 and then they chased me up to see if I'd got any

25 developments on it.

35

1 Simpkins? As in, who would that decision have

2 come from and what was the process by which

3 Mr Simpkins would have been selected to deal

4 with that particular issue?

5 **A.** I can't see any clues at the moment.

6 **Q.** If we go down and I'll take you through a few

7 more entries -- and don't worry if you're not

8 able to assist us with that question -- but if

9 we go down we then have John Simpkins

10 transferring it to "EPOSS-Dev". I think that's

11 EPOSS Development. Is that a team that you

12 recall?

13 **A.** Vaguely, yes. That would be counter issues,

14 EPOSS, wouldn't it?

15 **Q.** Thank you. Then if we have a look further down,

16 we have your name again:

17 "New evidence added -- Complete message

18 store by John Simpkins in EDSC ..."

19 Then we have "Customer Call", and it says:

20 "Carl Motion chasing this call for an update

21 ..."

22 Do you remember somebody called Carl Motion

23 at all?

24 **A.** Not at all, no. Maybe he was on the -- maybe he

25 was on the Horizon Helpdesk.

34

1 **Q.** Thank you. If we go over the page there's

2 another entry relating to the Helpdesk phoning.

3 At the top there, it says:

4 "HSH rang to say that NBSC are chasing for

5 an update on this call. Have informed them that

6 call currently with EPOSS Development team."

7 Was part of your role as a liaison between

8 the technicians and the Helpdesk?

9 **A.** Yes, I was sort of approached for any

10 information on any of the calls because, as

11 I say, not everybody could see every part of the

12 call and every update. So they would either

13 phone up and ask me if I knew, and I'd look at

14 the call, and then, if there was an update,

15 I would cut and paste it into the call. If not,

16 I'd probably go round to the technician's desk

17 and ask him and then they'd probably put

18 an update on and then I'd cut and paste that

19 into it.

20 **Q.** Did you form a view at any point as to the

21 abilities of the Helpdesk, their competence,

22 their abilities to assist?

23 **A.** No, they always seemed very helpful to me. They

24 were sort of very nice to people. I actually

25 went over there to Stevenage once and they

36

1 seemed quite efficient. As for the technical  
2 information they were giving out and things like  
3 that, I wouldn't know. But I don't think there  
4 were any complaints about them.

5 **Q.** Would they indicate to you, on a personal level,  
6 the effect that certain issues were having on  
7 subpostmasters?

8 **A.** No, no. I don't think so.

9 **Q.** If we look down about halfway down the page,  
10 16 May at 4.11 pm.

11 **A.** Right.

12 **Q.** It says there:

13 "RNM has reported a problem whereby the  
14 transactions carried out on the counter are  
15 being lost from SU TT. Stock was balanced on  
16 Tuesday and it was noticed that there was  
17 a £6,343 surplus discrepancy. The counter daily  
18 and weekly reports were showing zero. The RNM  
19 put the [6,000 figure] into the suspense  
20 account. The discrepancy has now doubled and is  
21 showing a [£12,000] surplus."

22 Scrolling down to the entry from Steve  
23 Warwick, about halfway down, he says there:

24 "The call needs to be looked at in detail by  
25 the EPOSS team in order to establish why the

37

1 now in July, so this log starts in April.

2 **A.** Right.

3 **Q.** He says:

4 "This is another instance of [and it gives  
5 the reference number] where Dataserver trees  
6 have failed to build. This has now been fixed  
7 in CI4 ..."

8 That's, we know, a release.

9 **A.** Mm-hm.

10 **Q.** "... and in conjunction [and there's a reference  
11 there] (where the data tree rebuild is minimised  
12 to 2 attempts instead of 4), should return  
13 an abort right back up to the user to retry the  
14 balancing process", et cetera.

15 "Instances where this potentially can occur  
16 is for example where the Riposte service has  
17 stopped/failed/unable to complete an IO request  
18 issued etc."

19 Are you able to assist us, in terms of  
20 length of time -- we're now in July, the issue  
21 started in April -- was it common, to your  
22 recollection, that some issues can take months  
23 to resolve?

24 **A.** I don't know about months but not everything was  
25 done sort of immediately. Some things are

39

1 system appears to have failed to locate any  
2 transactions for this stock unit in [cash  
3 accounting period 5]."

4 Do you recall any particular issues relating  
5 to the EPOSS system and EPOSS team?

6 **A.** Nothing in particular, no.

7 **Q.** If we scroll over to the next page and about  
8 halfway down the next page, your name appears  
9 again, and I think you assign it to John  
10 Simpkins.

11 **A.** I think on that previous thing, there had been  
12 issues occasionally where a fault doubled up.  
13 When something was done it duplicated it, so it  
14 was twice the amount, I think.

15 **Q.** Yes.

16 **A.** Is that -- does that make sense?

17 **Q.** It does. Do you recall that happening  
18 sometimes, often?

19 **A.** Just sometimes. I saw it more than once,  
20 I think. I do sort of vaguely remember that  
21 problem, that sometimes someone would do  
22 something. Instead of curing it, it would make  
23 it double the fault.

24 **Q.** Can we look over to the final page, page 8, and  
25 there's a note there from Mr Simpkins. We're

38

1 obviously more difficult to fathom out than  
2 others and to cure. So I don't know, I can't  
3 tell. I've got no sort of information. I can't  
4 think of any information in the reports or  
5 anything that would probably have shown you that  
6 there were long times for curing something.

7 **Q.** I'm going to move on to another one, it's the  
8 summer of 2001. Can we look at POL00028743,  
9 please. Thank you. This another PEAK and the  
10 summary there is "Master Call for Phantom  
11 [Transactions]".

12 Can you assist us at all as to something how  
13 something becomes a "master call" or what that  
14 term meant?

15 **A.** I can only guess, I don't recall, but I would  
16 imagine that it was one call that was referred  
17 back to -- this is me guessing -- one call  
18 referred back to for a certain problem, a master  
19 call. I may be wrong but that's what I'm  
20 thinking it probably could be.

21 **Q.** "Phantom transactions" is that something you  
22 recall at all?

23 **A.** Yes, I think that was quite a common one.

24 **Q.** You referred earlier in your evidence to using  
25 certain key terms and assigning to certain

40

1 individuals.

2 **A.** Mm.

3 **Q.** Was "phantom transactions" one of those key

4 terms?

5 **A.** I don't know whether that might have been one

6 that was pretty general and lots of people could

7 have dealt with.

8 **Q.** Is it something that you recall being spoken

9 about a lot?

10 **A.** It was one I remember because it was a funny

11 name, you know, "phantom transactions". It just

12 stuck in my mind, that one.

13 **Q.** I'm going to take you through --

14 **A.** Yes, I'm looking at it.

15 **Q.** -- this log. We have there the customer call.

16 So we've established that these are likely to

17 have come from the Helpdesk, and it says there:

18 "New complaint call as previous ... closed

19 WITHOUT permission from the [postmaster].

20 "Information: [postmaster] wishing to

21 complaint [it says, must be 'complain'] about

22 ongoing system problems ..."

23 It gives a reference and it says:

24 "[The postmaster] was under impression

25 (correctly) that it could only be closed with

41

1 that. That, at the moment, seems like the first

2 time I've actually seen that. I don't recall

3 that at all.

4 **Q.** If we scrolled down on this page, it says:

5 "Information: please contact PM to discuss

6 issues."

7 Then it says:

8 "This call is only to be closed with the

9 expression permission of Julian Hall."

10 Is Julian Hall somebody you recall at all?

11 **A.** No, no, I've not heard that name.

12 **Q.** Then it says:

13 "The system seems to lose transactions and

14 the PM is concerned that for every transaction

15 that error he notices there is the probability

16 that there are ones he misses, leading to

17 discrepancies. The PM is at present finding the

18 whole scenario very stressful and is suffering

19 sleepless nights due to these problems. In the

20 light of what has gone on the PM is prepared to

21 break his contractual obligations with POCL and

22 refuse to pay any more discrepancies and will

23 take legal action if required."

24 Again, the strength of feeling that is set

25 out here, looking back to your years at the SSC,

43

1 his permission. It would appear Ki Barnes ..."

2 Is that a name you recall at all?

3 **A.** No.

4 **Q.** "... gave authorisation to close that call.

5 [Postmaster] VERY unhappy about this."

6 If we scroll down to "Information":

7 "PM extremely unhappy about the problems

8 with his counters. He says he has had to pay

9 out over £1,500 in losses that are due to these

10 problems. He's informed POCL they can suspend

11 him because he is refusing to make good any

12 further losses.

13 "PM wants a face to face meeting with

14 someone in authority from Pathway/POCL to

15 discuss the issues. PM feels very strongly

16 about this and says he is willing to take POCL

17 to a tribunal/court because of the stress he has

18 suffered because of the problems."

19 Now, we discussed earlier that you were the

20 Helpdesk's point of contact within the SSC. You

21 liaised with the Helpdesk. Did they, in any

22 way, give you an insight into the strength of

23 feelings amongst postmasters experiencing these

24 kinds of issues?

25 **A.** No, that one, I don't even recall anything like

42

1 is that the kind of thing that you recall at all

2 being raised with you by the helpdesk?

3 **A.** No, I don't recall that at all. I mean, I'm

4 sure that I would have taken note of that.

5 Where was my name on this one?

6 **Q.** I'll take you to it shortly.

7 **A.** Okay. I'm jumping the gun.

8 **Q.** If we stay with this page, I'll just highlight

9 a few more passages from this call.

10 **A.** Okay.

11 **Q.** It says, "Contacted: I have left a message on Ki

12 Barnes' voicemail as the PM is now complaining

13 about her. I was speaking to her about the last

14 complaint call and we both feel that this PM is

15 complaining unjustly. She has been in contact

16 with him, and I feel he is complaining because

17 the feedback has been advising it is user error,

18 whereas the PM thinks it is software."

19 Do you recall any disputes between, say, the

20 Helpdesk and postmasters as to whether something

21 was user error or is software related?

22 **A.** No, no. Either I have forgotten or I never sort

23 of saw it. It doesn't ring any bells with me at

24 all. It's as if I've read this for the first

25 time.

44

1 Q. The final passage that I'll read on this page,  
2 it says:

3 "Contacted: As I was on the phone to the PM,  
4 he advised that three First Class stamps that  
5 were on the screen just 'dropped off'. PM had 3  
6 First Class stamps, and other stamps for 30p.  
7 When the other stamps 30p went on, the First  
8 Class stamps disappeared", et cetera.

9 Over the page, please. There's another  
10 customer call entry at the bottom of the page,  
11 18 April. It says:

12 "PM rang to say that he has had the keyboard  
13 and screen replaced today ...

14 "The system is still playing up in that the  
15 screen is hanging in the middle of  
16 transactions -- PM did transaction ... but left  
17 office for 1 hour -- when he came back the  
18 monitor had 141 First Class stamps on screen  
19 totalling £38.07 -- PM reports that the F1 key  
20 does not appear to be faulty ..."

21 If we go over to that at page, let's just  
22 look at that second entry. It says:

23 "Information: I have been advised that the  
24 problem may be due to an environmental issue &  
25 may be investigated as such ..."

45

1 A. I've not seen that on a call, no. I don't  
2 remember seeing anything like that on a call.

3 Q. Then:

4 "Information: PM wishes to speak to someone  
5 face to face and is fed up with things being  
6 passed back and forth to and from different  
7 departments and nothing ever appearing from  
8 this.

9 "PM is willing to travel if he has to in  
10 order to speak to someone face to face."

11 Over the page. Could we go about  
12 three-quarters of the way down. We have  
13 reference to a "Romec engineer". So -- thank  
14 you, yes:

15 "PM said when a Romec engineer was on site  
16 yesterday to replace the cable connecting the  
17 two counters, he found that the cable that has  
18 always been there was faulty and that comms were  
19 sometimes unavailable between the two counters.  
20 Engineer replaced the faulty cable with another  
21 one from a different system."

22 Then at the bottom, it has a section  
23 beginning with the word "Information". It says:

24 "Ki Barnes has called in. I am unsure as to  
25 what to do with this call now. Romec have been

47

1 So we've gone now at the beginning, we had  
2 it being attributed to user error, the PM being  
3 told that it's user error and him thinking it  
4 was software. We then have these transactions  
5 that have appeared on screen and he's been  
6 advised that it may be due to environmental  
7 issues.

8 If we scroll down just to show these are  
9 customers calls, your name has not yet appeared.  
10 If we keep on scrolling down to page 4, thank  
11 you. There is an entry there that says -- it's  
12 near the bottom of this page, it says:

13 "PM would like to add to the current  
14 complaint that transactions are currently  
15 appearing and disappearing on screen and also  
16 that the PM's counter [pointer] has not been  
17 working either."

18 If we scroll down, it says about halfway  
19 down:

20 "Information: PM feels that the system is  
21 unreliable. PM cannot trust this system."

22 Just pausing there, is that a complaint that  
23 you recall receiving from postmasters, or recall  
24 reading in the customer call log about  
25 complaints that the system is unreliable?

46

1 to site and state that they have actually seen  
2 the phantom transactions, so it is not just the  
3 PM's word now. They have fitted suppressors to  
4 the kit but the PM is still having problems. As  
5 yet there has been no re-occurrence to the  
6 phantom transactions but there still may be  
7 problems. Contacted Pat Carroll for guidance.  
8 He advised to pass call over."

9 A. So somebody obviously phoned Pat and Pat said  
10 pass the call over. Pat was one of the  
11 technicians, Pat Carroll.

12 Q. That's pass it over to the SSC, is it?

13 A. Yes, that's what I get -- what is happening,  
14 yes.

15 Q. Thank you. Because if we scroll over to the  
16 next page, this is where your name appears for  
17 the first time, we have the customer call on the  
18 third box that says:

19 "PM contacting with further problems to add  
20 to call.

21 "Clerk was having problems selling a BT  
22 Cellnet ... card.

23 "Every time it was pressed on the screen,  
24 a £10 Orange card appeared.

25 "PM has since had to recalibrate the screen,

48

1 and it is now working, but feels this is part of  
 2 the ongoing problem."  
 3 Then we have your entry there or certainly  
 4 your name being entered there. Can you assist  
 5 us, then, how that would have reached you?  
 6 **A.** Oh, right, so it came back to Pat. I'm trying  
 7 to work this one out.  
 8 **Q.** I can ask in this way: we've seen something  
 9 being attributed to user error. We've then seen  
 10 reference to possible environmental issue.  
 11 We've read about a faulty cable. We've read  
 12 about value tomorrow transactions being seen by  
 13 the cable engineer.  
 14 **A.** And there's still a problem.  
 15 **Q.** Still a problem and we've also seen the  
 16 subpostmaster feeling that they've been passed  
 17 back and forward.  
 18 **A.** Yes.  
 19 **Q.** In those kinds of circumstances, how would you  
 20 know which engineer or which technician to  
 21 allocate this kind of a case to?  
 22 **A.** Do you mean in the first instance or from this  
 23 point in the call?  
 24 **Q.** Either.  
 25 **A.** I would think that probably it would have been

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1 giving it him deliberately or I might have been  
 2 giving it to him because he dealt with it  
 3 before. As you can see, his name is on it from  
 4 dealing with it before.  
 5 **Q.** Can we go to page 8, now, and the bottom of  
 6 page 8. Thank you. If we could scroll to the  
 7 very bottom entry. It says "Becky from" -- so  
 8 this has your name, and it says:  
 9 "Becky from Manchester says PM has phoned in  
 10 as he has more ghost transactions the same as  
 11 before."  
 12 Do you recall who "Becky from Manchester"  
 13 was or who they might be?  
 14 **A.** I'm not sure whether -- I think someone was  
 15 vaguely telling me, whether it was when I was  
 16 discussing with my solicitors or something  
 17 months ago. I didn't realise, or I'd forgotten  
 18 that those people up in Manchester, there was  
 19 some of the sort of office up in Manchester and  
 20 Becky was obviously there and I still can't  
 21 remember what they did in Manchester but,  
 22 obviously, Becky worked there and it looks,  
 23 I think, if this is the right call, that she was  
 24 passing messages down to me. I was copying and  
 25 pasting her information into the calls and then

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1 one of the counter technicians. It sounds like  
 2 a counter problem to start with and then it's  
 3 sort of gone on to various different things,  
 4 sort of like cables and things, aren't they  
 5 hardware?  
 6 **Q.** Yes.  
 7 **A.** Or comms, maybe. Now, it's gone back to sort of  
 8 counter stuff, again, going wrong. So I'd  
 9 probably give it to somebody who deals with  
 10 counters. It looks like it's been given to Pat,  
 11 who's then closed it.  
 12 **Q.** Can you assist us, who was Patrick Carroll?  
 13 **A.** He was a technician. I can't remember what he  
 14 specialised in now. I think he was pretty  
 15 general purpose. He knew a lot about  
 16 everything, I think. I can't tell you what his  
 17 specialist subject was but I think he was expert  
 18 at quite a lot of things.  
 19 **Q.** Would you have selected him because you knew him  
 20 as a generalist because you knew that he had  
 21 particular knowledge or was it just --  
 22 **A.** I -- sorry.  
 23 **Q.** -- a person that was available.  
 24 **A.** I don't know. If I could go back in time and  
 25 know what he actually did, I might have been --

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1 going -- pasting what our technicians were  
 2 saying back to her, as a sort of go between --  
 3 **Q.** So would this likely be a note of a conversation  
 4 you personally had?  
 5 **A.** -- Becky from Manchester was.  
 6 **Q.** Did you ever have conversations with, say, the  
 7 NBSC at the Post Office's own support centre?  
 8 **A.** No. No. I've not heard of that. No,  
 9 I didn't -- I only spoke to people within the  
 10 Fujitsu side of things. I never spoke to the  
 11 PMs or anybody outside.  
 12 **Q.** So it's likely that Becky from Manchester is  
 13 somebody from Fujitsu?  
 14 **A.** I would have thought so. I would have thought  
 15 she was on -- not on the Post Office side, that  
 16 she was on our side of things.  
 17 **Q.** It says there that the OTI is down, she'll email  
 18 the transaction details.  
 19 **A.** Yes, OTI, that's a system, isn't it?  
 20 **Q.** Can we turn over the page to page 9 and look at  
 21 the second entry there. It says:  
 22 "Mr Hall called with the information that  
 23 a Child Benefit [transaction] of 3 dockets ...  
 24 has also got [a certain reference] attached to  
 25 it", et cetera.

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1 A. (Unclear).  
 2 Q. That says, "Thanks Becky". So is that Mr Hall  
 3 contacting again Becky in Manchester?  
 4 A. Yes. So I presume Mr Hall is obviously the  
 5 postmaster and he's been in touch with Becky.  
 6 I'm not quite sure why or what department they  
 7 are up there. They must be another Helpdesk or  
 8 something. I can't enlighten you on that,  
 9 sorry.  
 10 Q. If we look at the entry two below, it says:  
 11 "PM called stating that the system is being  
 12 monitored and at the moment has stopped  
 13 monitoring, was advised to call and let us know,  
 14 voiced Barbara Longley and advised to update  
 15 call."  
 16 So who would that have been voicing that  
 17 information to you?  
 18 A. It doesn't say, does it? I would have thought  
 19 Becky again. She seems to be the one doing all  
 20 the updates at the moment on this call.  
 21 Q. Thank you. If we scroll down to the bottom of  
 22 the page, we have an entry from Patrick Carroll  
 23 there which says:  
 24 "Phantom [transactions] have not been proven  
 25 in circumstances which preclude user error. In

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1 Q. If we go back to the page before at the bottom,  
 2 thank you, 9.48.  
 3 A. Ah, I probably would have been in work then if  
 4 I was in that day, yes. It's okay, I wondered  
 5 if he did out of hours. Obviously, he closed it  
 6 himself and didn't come back to me. He didn't  
 7 use me as an interface on that occasion; he just  
 8 closed it himself, which he was okay to do.  
 9 Q. The instruction to attribute no fault in  
 10 product, was that something that you were ever  
 11 told to do, asked to do, told about?  
 12 A. I think on some occasions, if there was a fault  
 13 that was coming in, maybe on a particular day,  
 14 that was more than one or two, I might have been  
 15 told when that one comes in, "Can you just close  
 16 it as 'no fault in product'?" But this one is  
 17 a long -- elongated call, with a lot to it, so  
 18 I wouldn't have been told that. That was one in  
 19 several that could be just done automatically.  
 20 That would have been Pat deciding that it was no  
 21 fault in product and closing it himself.  
 22 Q. Before you closed something as no fault in  
 23 product, would you be told the circumstances,  
 24 would you be told what led to there being no  
 25 fault in the product?

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1 all cases where these have occurred, a user  
 2 error relate cause can be attribute to the  
 3 phenomenon."  
 4 If we go over the page:  
 5 "I am therefore closing this call as no  
 6 fault in product."  
 7 There we have it marked "No fault in  
 8 product". So that's:  
 9 "Responded to call type L as Category 62 --  
 10 No fault in product."  
 11 Is this something you're able to assist us  
 12 with at all? Patrick Carroll has put on the  
 13 log, after that long history that we have been  
 14 going through, that the phantom transactions  
 15 haven't been proven in circumstances which  
 16 preclude user error and, in such a case, no  
 17 fault in product has been attributed to it. Do  
 18 you recall being instructed or told to use that  
 19 code in any particular circumstances?  
 20 A. Only if a technician told me to. I'm just  
 21 wondering about the time of that, because Pat  
 22 closed that, didn't he? He actually closed that  
 23 one and then the next one's 9.51. I wonder if  
 24 he did that as a pre-scanner before I got into  
 25 work. What was the time on the --

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1 A. Usually, it would be an update from the  
 2 technician, which I would cut and paste with the  
 3 closure "no fault in product" included in it,  
 4 and close it as that. That would be the norm  
 5 and, obviously, there's -- not everything is the  
 6 norm. Like this one Pat's just closed and it's  
 7 a very long going call that's been ongoing for  
 8 a very long time.  
 9 Q. That's exactly what I was going to ask,  
 10 actually.  
 11 A. It says 200 hours, doesn't it? I've not noticed  
 12 that. This is 200 hours.  
 13 Q. Are you able to assist us whether that's likely  
 14 to be the total time investigating from the  
 15 beginning, first call to the last, or whether  
 16 that was something else?  
 17 A. I would imagine that figure is automatically  
 18 generated. I don't think anybody sits and adds  
 19 them up. So I'm not sure. It could be --  
 20 I would have thought from the start of the call  
 21 to the end. Something in the system must be  
 22 generating that figure.  
 23 Q. Thank you. I'm going to look at our final log,  
 24 and that's FUJ00086578. This is a similar  
 25 period. We have a summary there "Continual

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1 phantom transactions". We have the first call,  
2 24 July 2001:

3 "PM reports that he has been having phantom  
4 transactions continually for months and the  
5 problem is still persisting."

6 Now, if it was known in the SSC at this time  
7 that there were problems with phantom  
8 transactions, who would draw the links between  
9 the different calls? Let's say Patrick Carroll,  
10 we know, was working on that other issue that  
11 we've just seen. If this came to you, was there  
12 a particular log that would identify particular  
13 individuals as dealing with transactions or was  
14 it just relying on your memory?

15 **A.** It would be partly my memory. Someone might  
16 come round who's been dealing with it before and  
17 say, "I'll take that one".

18 It's possible that I knew at the time who  
19 was dealing with phantom transactions but if  
20 it -- I can't recall now.

21 **Q.** But if we think -- I mean the chair will, in due  
22 course, be thinking about recommendations. In  
23 terms of running the SSC, would you have  
24 expected to see some sort of record that  
25 assigned particular issues to particular people,

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1 a fault that many people in the team could sort  
2 out.

3 **Q.** If we scroll down on this page, there's an entry  
4 from yourself where you've changed the call  
5 summary from "PM reports that he has been having  
6 phantom [transactions]" to "Continual phantom  
7 transactions".

8 **A.** Yes.

9 **Q.** Would somebody have asked you to have changed  
10 the call summary? Is that something you would  
11 have done yourself?

12 **A.** If the call had come in with it just saying  
13 "transac" and stopping there, I would have  
14 probably changed it to something more sensible  
15 like that. It doesn't take technical knowledge  
16 to do that. So ...

17 **Q.** If we go over the page, we have an entry from  
18 Patrick Carroll on 5 September 2001:

19 "Following a significant amount of  
20 monitoring we have been unable to definitively  
21 link any equipment/environmental issues to any  
22 particular event. There have been incidents  
23 which showed a possible correlation between the  
24 system activity and phantom [transactions],  
25 these pointed to a touchscreen problem and as

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1 or would you have expected there to have been  
2 some sort of guidance provided to you to tell  
3 you who --

4 **A.** Ah, there was not particularly for me, but there  
5 was the book of KELs -- of the KELs.

6 **Q.** Yes.

7 **A.** Now, that was problems and they were given  
8 a number. If they were going to be problems  
9 that cropped up again, probably -- this is only  
10 my understanding of it. They were given  
11 a number and rather than somebody start from  
12 scratch trying to solve a problem, they could go  
13 to this KEL and look it up and maybe the  
14 solution was there, or they'd know where to  
15 start looking on the problem. Does that make  
16 sense?

17 **Q.** Yes, but before you personally assigned  
18 a problem to a person, would you check the Known  
19 Error Log?

20 **A.** No, that wasn't for me. It wasn't for me.  
21 I don't think I'd know how to actually do  
22 a search to look for a particular problem. It  
23 wasn't for my benefit. I'd have to rely on  
24 either knowing or being told who was dealing  
25 with it, and it could possibly be that it was

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1 a result of the screen was replaced with  
2 a Resistive model. As this produced no  
3 measurable improvement it has been assumed that  
4 the problems were user related."

5 Again, this one has been marked as "No fault  
6 in product", and this is a similar time period  
7 to the log that I took you to just before.

8 **A.** Yes.

9 **Q.** Again, "no fault in product", attributing  
10 an issue such as phantom transactions to being  
11 user related. Does this jog any memories for  
12 you as to this being the way that these kinds of  
13 issues were resolved? Does it assist in any  
14 way?

15 **A.** It looks like he's checked the environmental  
16 issues, which were on the other call. So that  
17 check has been done and proved okay. The rest  
18 of it must have been whatever Pat phoned out  
19 when he was investigating it. So I can't really  
20 say.

21 **Q.** I mean, you gave evidence earlier about  
22 potentially being asked on occasion to mark  
23 similar issues as "no fault in product".

24 **A.** Mm. But, obviously, you wouldn't get that call  
25 come in and then immediately close it. It would

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1 have to be investigated. It was -- the ones  
 2 that I would close was where there was something  
 3 that had happened and it was a known sort of  
 4 problem that could be fixed really, really  
 5 quickly or had been fixed already, and I'd be  
 6 told, just -- "if that one comes in again, just  
 7 close it as 'no fault in product'", but, on the  
 8 whole, it was -- the technicians would  
 9 investigate every call first.

10 **Q.** When you would be told to mark something as "no  
 11 fault in product", was there a particular level  
 12 of engineer that was required to authorise that,  
 13 or could that have been any of the engineers?

14 **A.** It could be any of the technicians or the  
 15 manager, anybody except me, that was  
 16 investigating the calls, could do that, the  
 17 person who'd been dealing with it, usually.

18 **Q.** Thank you very much, Ms Longley. I don't have  
 19 any further questions. Is there anything that  
 20 you would like to say to the Chair or anything  
 21 that you feel is of assistance to the Inquiry?

22 **A.** Sorry, I missed that. We cut out for a few  
 23 seconds.

24 **Q.** Before we're cut off for the second time, is  
 25 there anything that you'd like to say or raise

1 ( 12.08 pm)

2 (The hearing adjourned until  
 3 10.00 am the following day)

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1 that you feel is of relevance to the Inquiry  
 2 that I haven't addressed?

3 **A.** I don't think so. I mean, I can't remember  
 4 everything that happened because it was so long  
 5 ago, between sort of 17 and 20-something-odd  
 6 years ago. So I just tried my best to answer  
 7 the bits and pieces of the calls that do ring  
 8 a bell with me.

9 **MR BLAKE:** Thank you.  
 10 Sir, do you have any questions?

11 **SIR WYN WILLIAMS:** No, thank you very much.  
 12 Are there any questions from Core  
 13 Participants?

14 **MR BLAKE:** No.  
 15 **THE WITNESS:** No.

16 **SIR WYN WILLIAMS:** All right, well, thank you very  
 17 much, Ms Longley, for giving evidence to the  
 18 Inquiry and trying your best to remember what  
 19 occurred. Thank you.

20 **THE WITNESS:** Thank you. Bye.

21 **SIR WYN WILLIAMS:** So we'll adjourn until tomorrow  
 22 morning, yes, Mr Blake?

23 **MR BLAKE:** Yes, thank you.

24 **SIR WYN WILLIAMS:** All right then. 10.00 tomorrow  
 25 morning.

**I N D E X**

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3	BARBARA LONGLEY (affirmed) .....	1
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5	Questioned by MR BLAKE .....	1
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<p><b>MR BLAKE: [19]</b> 1/3 1/7 1/11 1/16 31/9 31/12 31/16 31/24 32/1 32/5 32/15 32/24 33/2 33/6 33/9 33/11 62/9 62/14 62/23</p> <p><b>SIR WYN WILLIAMS:</b> <b>[14]</b> 1/5 31/5 31/11 31/22 31/25 32/10 32/16 32/25 33/8 33/10 62/11 62/16 62/21 62/24</p> <p><b>THE WITNESS: [3]</b> 1/10 62/15 62/20</p>	<p><b>20-something-odd</b> <b>[1]</b> 62/5 <b>200 hours [2]</b> 56/11 56/12 <b>2000 [4]</b> 4/8 7/14 25/2 30/14 <b>2001 [3]</b> 40/8 57/2 59/18 <b>2005 [1]</b> 4/19 <b>2022 [1]</b> 2/1 <b>2023 [1]</b> 1/1 <b>22 January [1]</b> 21/7 <b>23 January [1]</b> 10/7 <b>24 July 2001 [1]</b> 57/2 <b>26 January [1]</b> 23/1 <b>26/01 [1]</b> 24/17</p>	<p>44/13 46/18 46/24 47/11 49/11 49/12 50/15 54/21 55/11 57/22 60/21 <b>above [2]</b> 16/6 16/7 <b>access [2]</b> 9/23 10/1 <b>accordance [1]</b> 16/15 <b>account [4]</b> 25/21 26/18 27/13 37/20 <b>accounting [5]</b> 25/23 28/23 29/1 29/2 38/3 <b>across [6]</b> 15/24 16/3 24/12 24/20 27/3 29/21 <b>action [1]</b> 43/23 <b>activities [1]</b> 20/10 <b>activity [1]</b> 59/24 <b>actual [2]</b> 8/6 12/10 <b>actually [8]</b> 29/15 36/24 43/2 48/1 50/25 54/22 56/10 58/21 <b>add [4]</b> 2/25 10/19 46/13 48/19 <b>added [3]</b> 29/4 29/5 34/17 <b>addressed [2]</b> 11/4 62/2 <b>adds [1]</b> 56/18 <b>adjourn [2]</b> 32/22 62/21 <b>adjourned [1]</b> 63/2 <b>administrative [2]</b> 6/6 8/24 <b>ADSL [1]</b> 17/25 <b>advice [10]</b> 25/22 26/11 26/12 26/12 27/17 28/1 28/5 29/6 29/19 29/25 <b>advised [10]</b> 27/22 28/7 28/8 28/19 45/4 45/23 46/6 48/8 53/13 53/14 <b>advising [1]</b> 44/17 <b>affirm [1]</b> 1/12 <b>affirmed [2]</b> 1/14 64/3 <b>after [4]</b> 5/5 7/8 12/11 54/13 <b>again [23]</b> 2/12 4/6 5/9 8/24 11/10 14/6 15/5 25/8 25/14 26/25 27/25 28/14 34/16 35/16 38/9 43/24 50/8 53/3 53/19 58/9 60/5 60/9 61/6 <b>against [1]</b> 29/17 <b>ago [3]</b> 51/17 62/5 62/6 <b>Ah [2]</b> 55/3 58/4 <b>air [1]</b> 3/19 <b>air-conditioning [1]</b> 3/19 <b>AL1 [1]</b> 27/8</p>	<p><b>all [35]</b> 3/3 5/3 8/14 9/17 11/13 14/5 16/23 18/10 18/19 19/7 19/18 19/20 21/2 23/20 25/22 27/14 28/15 31/5 31/11 31/22 34/23 34/24 40/12 40/22 42/2 43/3 43/10 44/1 44/3 44/24 53/19 54/1 54/12 62/16 62/24 <b>allocate [3]</b> 12/7 12/9 49/21 <b>allocated [3]</b> 18/13 33/23 33/25 <b>allocating [1]</b> 15/20 <b>allocation [1]</b> 18/12 <b>along [2]</b> 5/2 13/9 <b>already [3]</b> 20/22 21/15 61/5 <b>also [5]</b> 17/23 26/22 46/15 49/15 52/24 <b>although [1]</b> 3/1 <b>always [3]</b> 16/22 36/23 47/18 <b>am [12]</b> 1/2 10/17 31/13 31/15 32/2 32/4 32/11 33/3 33/5 47/24 54/5 63/3 <b>amend [1]</b> 10/19 <b>amongst [1]</b> 42/23 <b>amount [2]</b> 38/14 59/19 <b>analysis [1]</b> 7/10 <b>annual [1]</b> 3/17 <b>another [8]</b> 28/5 36/2 39/4 40/7 40/9 45/9 47/20 53/7 <b>answer [1]</b> 62/6 <b>any [42]</b> 8/18 9/1 12/2 12/2 12/24 14/18 14/25 15/11 16/15 17/19 18/7 21/1 22/1 22/8 24/3 24/15 32/20 34/5 35/12 35/24 36/9 36/10 36/20 37/4 38/1 38/4 40/4 42/11 42/21 43/22 44/19 44/23 54/19 59/21 59/21 60/11 60/13 61/13 61/14 61/19 62/10 62/12 <b>anybody [3]</b> 52/11 56/18 61/15 <b>anyone [1]</b> 29/23 <b>anything [17]</b> 3/18 6/12 11/2 12/5 12/6 17/21 22/15 22/22 24/6 24/25 29/4 40/5 42/25 47/2 61/19 61/20 61/25 <b>appear [7]</b> 7/12 8/11 20/14 21/16 31/16 42/1 45/20</p>	<p><b>appeared [3]</b> 46/5 46/9 48/24 <b>appearing [2]</b> 46/15 47/7 <b>appears [5]</b> 7/15 7/17 38/1 38/8 48/16 <b>appraisal [1]</b> 15/17 <b>approach [1]</b> 17/24 <b>approached [1]</b> 36/9 <b>appropriately [1]</b> 11/21 <b>April [4]</b> 10/9 39/1 39/21 45/11 <b>are [32]</b> 1/24 2/20 6/2 7/10 7/11 9/1 12/3 14/18 14/25 17/19 17/25 19/7 20/10 21/17 25/20 25/23 26/25 30/18 32/23 33/23 36/4 37/14 39/19 39/25 41/16 42/9 43/16 46/8 46/14 53/7 56/13 62/12 <b>area [2]</b> 16/22 16/24 <b>areas [1]</b> 13/6 <b>aren't [1]</b> 50/4 <b>around [1]</b> 17/4 <b>arrive [1]</b> 6/9 <b>as [71]</b> <b>ASDL [1]</b> 12/16 <b>ask [10]</b> 1/12 2/3 2/12 2/24 5/25 11/3 36/13 36/17 49/8 56/9 <b>asked [4]</b> 27/18 55/11 59/9 60/22 <b>asking [3]</b> 3/5 21/8 35/12 <b>assign [4]</b> 8/7 30/15 30/21 38/9 <b>assigned [3]</b> 11/4 57/25 58/17 <b>assigning [3]</b> 7/23 30/7 40/25 <b>assigns [1]</b> 31/2 <b>assist [15]</b> 14/18 18/1 20/2 26/25 31/1 34/8 35/8 36/22 39/19 40/12 49/4 50/12 54/11 56/13 60/13 <b>assistance [1]</b> 61/21 <b>assistants [1]</b> 22/9 <b>assumed [1]</b> 60/3 <b>at [80]</b> <b>attached [1]</b> 52/24 <b>attempts [1]</b> 39/12 <b>attending [1]</b> 3/4 <b>attribute [2]</b> 54/2 55/9 <b>attributed [3]</b> 46/2 49/9 54/17 <b>attributing [1]</b> 60/9 <b>authorisation [1]</b> 42/4 <b>authorise [1]</b> 61/12</p>
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[3]</b> 13/17 13/20 44/22</p> <p><b>I haven't [1]</b> 62/2</p> <p><b>I joined [3]</b> 10/3 18/10 18/11</p> <p><b>I just [5]</b> 16/12 22/22 29/14 30/11 62/6</p> <p><b>I knew [2]</b> 36/13 57/18</p> <p><b>I know [2]</b> 7/17 13/19</p> <p><b>I may [1]</b> 40/19</p> <p><b>I mean [5]</b> 32/14 32/16 44/3 57/21 60/21</p> <p><b>I met [1]</b> 5/14</p> <p><b>I might [3]</b> 50/25 51/1 55/14</p> <p><b>I never [2]</b> 44/22 52/10</p> <p><b>I only [3]</b> 22/16 31/19 52/9</p> <p><b>I presume [4]</b> 10/21 21/25 29/18 53/4</p> <p><b>I probably [1]</b> 55/3</p> <p><b>I put [1]</b> 8/10</p> <p><b>I remember [1]</b> 41/10</p> <p><b>I right [1]</b> 10/17</p> <p><b>I said [1]</b> 11/2</p> <p><b>I saw [1]</b> 38/19</p> <p><b>I say [4]</b> 18/23 23/4 32/7 36/11</p> <p><b>I should [2]</b> 1/22 4/4</p> <p><b>I spent [1]</b> 4/24</p> <p><b>I start [1]</b> 33/17</p> <p><b>I started [1]</b> 10/8</p> <p><b>I still [1]</b> 51/20</p> <p><b>I suggest [2]</b> 31/18 32/17</p> <p><b>I think [39]</b> 1/7 3/12 4/9 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