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Colin Lenton-Smith
Commercial and Finance Director,
ICL Pathway Ltd.,
Forest Road,
Feltham,
Middlesex
TW13 7EJ

10 August, 2001

Dear Colin,

Operational Business Change - Products

I wrote to Tony Oppenheim on the above subject on 9th November 2000, and following subsequent discussion at the Contract Admin Board on 14th December, he wrote back to me on 3rd January 2001 recording the agreement reached at that meeting.

Since the Change Request to incorporate that agreement into the Codified Agreement has not yet been raised, and because of POCL's current requirement to replace the BT Bills icon on the top level menu with a new icon for the services being introduced for the Quantrill products, I am writing to confirm that I agree with Tony's record of the discussion at the Contract Admin Board and specifically to re-confirm POCL's agreement to the proposal in relation to the "transaction time benchmark adjustment" being carried forward to subsequent releases.

As clarified in subsequent discussions at Contract Admin Board meetings, the adjustment should be the net cumulative effect of all changes - so that if a product was moved in the menu hierarchy twice during the course of a release, then the carry-forward would be the net change from its original to its final menu position during that currency of the release.

Given the above confirmations, can you please confirm that the interim agreement to use OBC Product Change for menu changes given in Tony Oppenheim's 3rd January letter will continue to apply in the case of the Quantrill product changes.

Yours sincerely,

GRO

Keith Baines
Head of Horizon Commercial

Telephone
Facsimile
E-Mail

GRO

GRO

Copy Hilary Forrest, Nick Samuel

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***** TX REPORT *****

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