



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

29 August, 2001

Dear Colin,

With thanks for your letter dated 7 August 2001 in response to my letter dated 1st August 2001.

At Contract Administration Board I agreed to document my ongoing concerns within this area.

POCL are pleased to hear that ICL Pathway is introducing a 'read after write' process. This however only deals with a fraction of the problem. What is also a concern to POCL is where the tape and/or data becomes corrupt after the 'write' process, which is a more common fault with the media type currently used by ICL Pathway. Normal working practice we believe is to keep 'parent', and 'grandparent' copies of tapes.

Additionally we believe ICL Pathway should have in place a process which alerts POCL of any failure of their obligation to maintain a full audit trail, irrespective of whether PCOL has requested data in a particular period or not.

You also mentioned at Contract Administration Board that ICL Pathway were not going to provide any further Audit Requests until after the end of September. This is a serious cause for concern, as POCL has an obligation to comply with statutory requirements, in relation to criminal investigation and prosecution, together with an obligation to assist our clients in their investigation/prosecution, many of such clients being Government departments. Any refusal by ICL Pathway to support POCL in such data requests, once a prosecution has commenced would be contrary to the warranty in Clause 702.3 of the Codified Agreement and POCL would have

Post Office Network
Calthorpe House
15-20 Phoenix Place
London WC1X 0DG
www.postoffice.co.uk

Post Office Counters Ltd Registered in England
No: 2154540 Registered Office Gavrelle House
2-14 Bunhill Row London EC1Y 8HQ

2/

no other option but to seek authority from the Courts to require the production of the requested information. POCL has been requesting for some time now alternative methods to extract the required data. My letter to you on the subject of 27 July 2001 refers to this issue, but I have not received any reply.

Yours sincerely,

GRO

Keith Baines
Head of Horizon Commercial

Telephone
Facsimile
E-mail

GRO