

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

14.12.01

Dear Colin



**OBCS Failure – 8 November 2001**

“an essential part of everyday life” [www.postoffice.co.uk](http://www.postoffice.co.uk)

As you are aware, there was a failure of the OBCS system on 8th November 2001 which occurred as a result of invalid Reference Data.

We have calculated that the loss to Post Office Ltd for which Pathway is responsible amounts to £22,236.36, which comprises lost income of £5,867.11 and the additional costs at the National Business Support Centre of £16,369.25. This is in addition to any liquidated damages which may be payable to Post Office Ltd in connection with OBCS transaction times during the relevant Service Level Measurement period. If you require further details of these costs, Liz Tuddenham will be able to provide these.

Please could you confirm that you accept the liability for these losses.

Yours sincerely,

**GRO**

Keith Baines  
IS Service Manager

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