COMMERCIAL IN-CONFIDENCE

Version: 7.0

Ref: PA/TEM/007

Date: 07/08/03

Fujitsu Services Ltd CHANGE CONTROL NOTE (CCN)	CCN NO: 1132a		
CCN TITLE: Introduction of Release S60 Service Changes (Impact Project 2)	CHANGE ADMINISTRATION USE ONLY. CR NO: N/A CP NO: N/A		
RELEASE: Target S60	EXPIRY DATE: 24th June 2005		
CCN RAISED BY: John Burton/Bill Reynolds	RAISED DATE: December 2004		
SUBMISSION DATE: 22 nd June 2005			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO EMERGENCY IMPLEMENTATION DATE: N/A			
FUJITSU SERVICES DATE APPROVAL	POST OFFICE LTD DATE APPROVAL		

SUMMARY OF CHANGE:

CCN No: 1132a

Fujitsu Services Limited ("Fujitsu Services") provides, amongst other things, Services and Applications to Post Office Limited ("Post Office") under an Agreement between them dated 28 July 1999 (as amended, in particular by CCN 1100) (the "Agreement").

Post Office wishes to implement changes to the processing of transactions and related summaries and data in order to achieve the objectives set out in the memorandum of understanding dated 29 September 2003 between Post Office and its principal IT suppliers, Fujitsu Services and CSC Computer Sciences Limited. The programme to introduce those changes is divided into a number of projects, each an "Impact Project".

Work Orders have been agreed by the Parties under which some or all of the Requirements Analysis Stage, Solution Specification Stage, Solution Build and Test Stage and Implementation Stage have been or will be undertaken in respect of Impact Project 2.

This CCN ("S60 CCN Two") sets out the changes to the Agreement necessary to reflect the new and/or modified Services required for Impact Project 2.

This S60 CCN Two incorporates and consists of CCN number 1132a and the following Attachments:

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- 1. Changes to the Agreement (Attachment 1);
- 2. Changes to CCDs (Attachment 2); and
- 3. Changes to Schedule 10 in connection with S60 CCN One (Attachment 3).

Impact Projects 1 and 3 (amongst other things) are dealt with in S60 CCN One (CCN 1131b).

OVERALL IMPACT ASSESSMENT: HIGH / MEDIUM / LOW

REASON FOR CHANGE:

To amend the Agreement for the introduction of new and/or modified Services developed as part of Impact Project 2.

DETAILS OF CHANGE:

- 1. Post Office and Fujitsu Services agree that:
 - (a) the Agreement and certain CCDs will be amended; and
 - (b) certain new CCDs will be introduced,

as set out in this S60 CCN Two.

- Subject to Section 6 below, the amendments to the Agreement described in Attachment 1 (other than amendments to be made to Schedule 10) and the amendments to each CCD or CRD agreed by the Parties in connection with such amendments to the Agreement or Impact Project 2 will take effect from the date when:
 - (a) testing and acceptance of Impact Project 2 have been successfully completed in accordance with the applicable provisions of the Work Order under which such testing and acceptance were undertaken; and
 - (b) the amendments to the Agreement related to Impact Projects 1 and 3 have become effective in accordance with the "Details of Change" section of S60 CCN One.
- 3. The date that the amendments referred to in Section 2 above become effective is referred to herein as the "Project 2 Effective Date". For the avoidance of doubt, if the events described in Sections 2(a) and (b) have both occurred when this S60 CCN Two is approved by the Parties, the amendments referred to in Section 2 shall have effect retrospectively from the date when both those events had occurred.
- 4. Where, in accordance with Section 2 above, an amended or new provision of the Agreement, a CCD or CRD has become effective, but the availability in a

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Branch of the function or service described by that new or amended provision is dependent on the relevant component of Release S60 being activated in that Branch by Post Office, Fujitsu Service's obligations in respect of the functionality of Applications available in that Branch prior to such activation shall be those which existed prior to the new or amended provision becoming effective.

- 5. The amendments to Schedule 10 described in Attachment 1 shall become effective on and from 1 October 2004. For the avoidance of doubt, the figures set out in the table in Section 6.1.2 of Attachment 1 (Operational Charges Table) are annual amounts to be added to the pre-existing annual amounts in the Operational Charges Table in paragraph 2.2 of Schedule 10. The additional amounts that shall be payable in each month from October 2004 to March 2005 (inclusive) as a result of the increased Charges agreed under this S60 CCN Two shall be one sixth of the applicable amount stated in Section 6 of Attachment 1. The same approach shall apply in respect of the amounts set out Section 6.1.3 of Attachment 1 which relate to the SI Commitment Fee described in Paragraph 4.1 of Schedule 10.
- 6. The amendments to Schedule 15 described in Attachment 1 shall take effect from the Project 2 Effective Date unless on that date there are less than 30 days remaining in the Service Level Measurement Period in which the Project 2 Effective Date falls, in which case the amendments to Schedule 15 shall take effect from the first day of the next Service Level Measurement Period.
- 7. To the extent that the provisions of this S60 CCN Two (including, without limitation, all of the provisions herein that describe changes to the Agreement) and the provisions of all CCDs and CRDs introduced by or agreed in accordance or connection with S60 CCN Two (the "S60 CCN Two Provisions") address matters that are also covered in the Conceptual Designs, Design Proposals, Work Orders or any other documents associated with Impact Project 2, the S60 CCN Two Provisions that deal with such matters shall and shall be deemed to supersede and replace the provisions of such Conceptual Designs, Design Proposals, Work Orders and other documents dealing with the same matters. In the event of any remaining conflict or inconsistency, the S60 CCN Two Provisions shall have precedence over the provisions of such Conceptual Designs, Design Proposals, Work Orders and other documents.
- 8. The amendments to Schedule 10 described in Attachment 3 shall be effective from 1 July 2004.

PROPOSED REVISION TO WORDING OF THE AGREEMENT:

As set out in Attachments 1, 2 and 3 to this S60 CCN Two.

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COMMERCIAL TERMS or CHARGES APPLICABLE IN RESPECT OF THIS CCN (if any):

The provisions of Schedule 10 (Charges) will be amended as set out in Attachment 1.

Save in relation to Work Order numbered CT0209 (or any agreed extension to the terms thereof under a further Work Order or otherwise) ("Work Order 209"), none of the charges due or which may become due to be paid by Post Office under Work Orders are varied in any way by this S60 CCN Two, and all such charges shall remain payable in accordance with such Work Orders.

The Charges due or which may become due to be paid under Work Order 209 shall continue to become due and payable by the Post Office until 30 September 2004. Any ongoing obligation to pay charges under Work Order 209 in respect of the period after 30 September 2004 shall be terminated with effect from 1 October 2004.

LIST OF AGREEMENT SCHEDULES AFFECTED:

Schedule 1 - Interpretation

Schedule 2 - Policies and Standards

Schedule 3 - Audit

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Schedule 5 - Change Control

Schedule 10 - Charges

Schedule 13 - Licences

Schedule 15 - Service Levels and Remedies

Schedule 19 - Operational Services

Schedule 21 - Business Continuity

NEW CCDs and/or CRDs: The list of new CCDs below is divided into two Parts. Part A lists new CCDs that have been approved by the Parties, the new versions of which are introduced by S60 CCN Two. Part B contains the CCDs that, following approval of S60 CCN Two, will be produced in accordance with the provisions of Attachment 2. New CCDs will be introduced in accordance with the Change Control Procedure.

Reference	Title	Approved Version
		version
		& Date
Part A		
HOR/CON/03	SAP Software Right to Use and Maintenance	1.0
3	Agreement for Fujitsu Services	22/06/05
CS/SER/022	Service Description for the SAP Hosting Service	2.0
		22/03/05
Part B		

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Not Used

AMENDED CCDs and/or CRDs: The list of CCDs below is divided into two Parts. Part A lists amended CCDs that have been approved by the Parties, the new versions of which are introduced by S60 CCN Two. Part B contains the CCDs that, following approval of S60 CCN Two, will be updated in accordance with the provisions of Attachment 2. New versions will be introduced in accordance with the relevant Change Control Procedure.

Reference	Title	Previous	Approved
		Version &	Version &
		Date	Date
Part A			
	Not Used		
Part B			
TI/IFS/008	Horizon to Post Office Technical	6.0	N/A
	Interface Specification	11/11/03	
CS/SLA/002	Service Level Targets for Horizon	1.0	N/A
	Services	5/12/02	
RS/FSP/001	Security Functional Specification	7.0	N/A
		24/01/03	
RS/POL/002	Pathway Security Policy	9.0	N/A
		24/01/03	
BP/CON/270	On-going Post Office Responsibilities	1.0	N/A
		31/12/02	
BP/SPE/026	Contract Controlled and Referenced	18.0	N/A
	Document List	14/03/05	

Policies and Standards: N/A

Service Levels (including any Service Level relief required):

The provisions of Schedule 15 will be amended as set out in Attachment 1.

P.O. Ltd Responsibilities:

Post Office will:

- be responsible for the provision of all training for its employees, agents, contractors and sub-contractors and the production of all training material required in connection with the new and/or modified Services developed as part of Impact Project 2 and introduced by S60 CCN Two;
- 2. discharge its responsibility set out in Paragraph 8.5 of Schedule 21, as such Paragraph is introduced in accordance with the provisions of Attachment 1; and
- discharge all other responsibilities that it has agreed or may agree to undertake in accordance with the CCDs introduced or amended in accordance or connection with S60 CCN Two.

Other: N/A

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CHANGE CONTROL NOTE ID: PWY CCN 1132 CCN:1132a Create Date: 10-JUN-2004 12:03:52 Status: APPROVED Originator: Ken. Westfield Title: Introduction of Release S60 Service Changes (Impact Project 2) Main Description: Related Parts 0 PWY:CCN.A;1 Ken. Westfield (CHANGE MANAGEMENT) Change Control Notes 8 PWY:CD_ATTACH.A;1 Ken. Westfield (CHANGE_MANAGEMENT) Change Document Attachments 9 PWY:CS-SER.A;1 Ken.Westfield (LIBRARY) Service Description 9 PWY:TI-IFS.A;1 Ken.Westfield (LIBRARY) Interface specification 9 PWY:CS-SLA.A;1 Ken.Westfield (LIBRARY) Service level agreement 9 PWY:RS-FSP.A;1 Ken.Westfield (LIBRARY) Functional specification 9 PWY:RS-POL.A;1 Ken. Westfield (LIBRARY) Policy 9 PWY:BP-CON.A;1 Ken. Westfield (LIBRARY) Contract 9 PWY:BP-SPE.A;1 Ken.Westfield (LIBRARY) Specification PWY:CONTRACT_CCN1100_SCHEDS.A;1 Ken.Westfield (LIBRARY) New Contract CCN1100 - Schedules Related Items Info PWY:CCN_01132_2.A-CDATTACH;1 (Info) Alison.Clarke (CCN 01132 2.rtf) CCN1132 - Attachment 2 Info

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4 PWY:CCN 01132 1.A-CDATTACH;1 (Info) Alison.Clarke (CCN 01132 1.rtf) CCN1132 - Attachment 1 Affected 8 PWY:CCN_1132A_1.A-CDATTACH;1 (Affected) Ken.Westfield (CCN 01132a 1.rtf) CCN 1132a Attachment 1 Affected 8 PWY:CCN_1132A_2.A-CDATTACH;1 (Affected) Ken.Westfield (CCN 01132a 2.rtf) CCN 1132a Attachment 2 Affected 8 PWY:CCN_1132A_3.A-CDATTACH;1 (Affected) Ken.Westfield (CCN 01132a 3.rtf) CCN 1132a Attachment 3 Affected PWY:CS/SER/022.A-INTDOC;2.0 (Affected) (CSSER022.doc) SERVICE DESCRIPTION FOR THE SAP HOSTING SERVICE Affected 9 PWY:TI/IFS/008.A-INTDOC;6.0 (Affected) Ken.Westfield (TIIFS008.doc) HORIZON TO POST OFFICE TECHNICAL INTERFACE SPECIFICATION Affected PWY:CS/SLA/002.A-EXTDOC;1.0 (Affected) Ken.Westfield (CSSLA002.doc) SERVICE LEVEL TARGETS FOR HORIZON SERVICES Affected 9 PWY:RS/FSP/001.A-INTDOC;7.0 (Affected) Ken. Westfield (RSFSP001.zip) SECURITY FUNCTIONAL SPECIFICATION (NB-CCD) Affected 9 PWY:RS/POL/002.A-CONTRINT;9.0 (Affected) Ken.Westfield (RSPOL002.doc) HORIZON SECURITY POLICY Affected PWY:BP/CON/270.A-EXTDOC;1.0 (Affected) Ken. Westfield (BPCON270.doc) ON-GOING POST OFFICES RESPONSIBILITIES PWY:BP/SPE/026.A-EXTDOC;18.0 (Affected) Ken. Westfield (BPSPE026.xls) CONTRACT CONTROLLED AND REFERENCED DOCUMENT LIST PWY:BP/CON/301.A-CONTREXT;3.0 (Affected) Ken.Westfield (BPCON301.doc) SCHEDULE 1 - INTERPRETATION Affected PWY:BP/CON/303.A-CONTREXT;1.0 (Affected) Ken.Westfield (BPCON303.doc) SCHEDULE 3 - AUDIT Affected PWY:BP/CON/310.A-CONTREXT;3.0 (Affected) Ken.Westfield (BPCON310.doc) SCHEDULE 10 - CHARGES Affected

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9 PWY:BP/CON/305.A-CONTREXT;2.0 (Affected) Ken.Westfield

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(BPCON305.doc)
SCHEDULE 5 - CHANGE CONTROL
Affected
9 PWY:BP/CON/302.A-CONTREXT;1.0 (Affected) Ken.Westfield
(BPCON302.doc) SCHEDULE 2 - POLICIES AND STANDARDS
Affected Affected
9 PWY:BP/CON/319.A-CONTREXT;1.0 (Affected) Ken.Westfield
(BPCON319.doc)
SCHEDULE 19 - OPERATIONAL SERVICES
Affected
9 PWY:BP/CON/321.A-CONTREXT;1.0 (Affected) Ken.Westfield
(BPCON321.doc)
SCHEDULE 21 -BUSINESS CONTINUITY
Affected
9 PWY:BP/CON/313.A-CONTREXT;3.0 (Affected) Ken.Westfield
(BPCON313.doc)
SCHEDULE 13 - LICENCES
Affected
9 PWY:BP/CON/315.A-CONTREXT;2.0 (Affected) Ken.Westfield
(BPCON315.doc) SCHEDULE 15 - SERVICES LEVELS AND REMEDIES
Response
9 PWY:CCN_1132A_1.A-CDATTACH;2 (Response) Ken.Westfield
(CCN 01132a 1.rtf)
CCN 1132a Attachment 1
Related Child Change Documents:
Related Parent Change Documents:
Astion Manager
Action Messages
Action Number: 5 Date Oct 19 2004 15:57:52 By: Ken.Westfield
Comments
CCN withdrawn as agreed between Commercial Teams whilst discussion on content on-going. Once afgreement reached "a" version will be generated and submitted to Post Office.
Action History
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CLARKEA

WESTFIELDK

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Date: 07/08/03 10-JUN-2004 12:03:52 Ken. Westfield GRO WESTFIELDK Chg Mgmt Document created Alison.Clarke GRO 22-SEP-2004 09:17:19 CLARKEA Chg Mgmt Actioned document from RAISED to COMMERCIAL REVIEW 22-SEP-2004 16:38:51 Alison.Clarke GRO

Chg Mgmt

Chg Mgmt

Actioned document from COMMERCIAL REVIEW to READY TO SUBMIT 22-SEP-2004 16:38:53 Alison.Clarke GRO **CLARKEA** Chg Mgmt

Actioned document from READY TO SUBMIT to SUBMITTED 19-OCT-2004 15:56:29 Ken. Westfield GRO

WESTFIELDK Chg Mgmt Actioned document from SUBMITTED to WITHDRAWN 22-JUN-2005 16:46:22 Ken.Westfield GRO

Actioned document from WITHDRAWN to MODIFIED CCN PROVIDED

22-JUN-2005 16:46:31 Ken. Westfield GRO WESTFIELDK Chg Mgmt

Actioned document from MODIFIED CCN PROVIDED to RAISED Ken. Westfield 22-JUN-2005 16:46:42 GRO

WESTFIELDK Chg Mgmt Actioned document from RAISED to READY_TO_SUBMIT 22-JUN-2005 17:44:10 Ken. Westfield GRO

WESTFIELDK Chg Mgmt Actioned document from READY_TO_SUBMIT to SUBMITTED

10 24-JUN-2005 17:01:56 Ken. Westfield GRO WESTFIELDK Chg Mgmt

Actioned document from SUBMITTED to APPROVED

Update History

CCN No: 1132a

10-JUN-2004 12:03:52 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:CCN.A;1

22-SEP-2004 09:17:16 Alison.Clarke GRO CLARKEA Chg Mgmt Detailed description edited

22-SEP-2004 09:22:25 Alison.Clarke GRO **CLARKEA** Chg Mgmt

Detailed description edited 23-SEP-2004 08:55:04 Ken.Westfield GRO WESTFIELDK Chg Mgmt

Request attribute(s) updated 24-SEP-2004 09:41:47 Ken.Westfield GRO WESTFIELDK Chg Mgmt

Request attribute(s) updated 24-SEP-2004 13:06:39 Alison.Clarke GRO CLARKEA Chg Mgmt Related Item PWY:CCN 01132 1.A-CDATTACH:1 (Information)

Alison.Clarke 24-SEP-2004 13:06:39 GRO CLARKEA Chg Mgmt Related Item PWY:CCN_01132_2.A-CDATTACH;1 (Information)

15-OCT-2004 11:30:41 Ken.Westfield **GRO** WESTFIELDK Chg Mgmt Request attribute(s) updated

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19-OCT-2004 15:57:02 Ken.Westfield GRO WESTFIELDK Chg Mgmt Request attribute(s) updated 19-OCT-2004 15:57:52 Ken. Westfield GRO WESTFIELDK Chg Mgmt Added action description 22-JUN-2005 16:48:40 Ken. Westfield GRO WESTFIELDK Chg Mgmt Request attribute(s) updated 22-JUN-2005 17:43:33 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:CD ATTACH.A;1 22-JUN-2005 17:43:33 Ken. Westfield **GRO** WESTFIELDK Chg Mgmt Related Item PWY:CCN_1132A_1.A-CDATTACH;1 (Affected) 22-JUN-2005 17:43:34 Ken.Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:CCN_1132A_2.A-CDATTACH;1 (Affected) 22-JUN-2005 17:43:34 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:CCN 1132A 3.A-CDATTACH:1 (Affected) 23-JUN-2005 09:41:38 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:CS-SER.A;1 23-JUN-2005 09:41:38 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:CS/SER/022.A-INTDOC;2.0 (Affected) 23-JUN-2005 09:41:44 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:TI-IFS.A;1 23-JUN-2005 09:41:44 Ken.Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:TI/IFS/008.A-INTDOC;6.0 (Affected) 23-JUN-2005 09:41:50 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:CS-SLA.A;1 23-JUN-2005 09:41:50 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:CS/SLA/002.A-EXTDOC;1.0 (Affected) 23-JUN-2005 09:41:55 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:RS-FSP.A;1 Ken. Westfield GRO 23-JUN-2005 09:41:55 WESTFIELDK Related Item PWY:RS/FSP/001.A-INTDOC;7.0 (Affected) 23-JUN-2005 09:42:00 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:RS-POL.A;1 23-JUN-2005 09:42:00 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:RS/POL/002.A-CONTRINT;9.0 (Affected) 23-JUN-2005 09:42:06 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:BP-CON.A;1 23-JUN-2005 09:42:06 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:BP/CON/270.A-EXTDOC;1.0 (Affected)

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23-JUN-2005 09:42:13 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:BP-SPE.A;1 23-JUN-2005 09:42:13 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:BP/SPE/026.A-EXTDOC;18.0 (Affected) 23-JUN-2005 09:46:38 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Design Part PWY:CONTRACT_CCN1100_SCHEDS.A;1 GRO 23-JUN-2005 09:46:38 Ken. Westfield WESTFIELDK Chg Mgmt Related Item PWY:BP/CON/310.A-CONTREXT;3.0 (Affected) Ken. Westfield GRO 23-JUN-2005 09:46:38 WESTFIELDK Chg Mgmt Related Item PWY:BP/CON/305.A-CONTREXT;2.0 (Affected) Ken.Westfield 23-JUN-2005 09:46:38 GRO WESTFIELDK Chg Mgmt Related Item PWY:BP/CON/303.A-CONTREXT;1.0 (Affected) Ken.Westfield 23-JUN-2005 09:46:38 GRO WESTFIELDK Chg Mgmt Related Item PWY:BP/CON/302.A-CONTREXT;1.0 (Affected) Ken.Westfield GRO 23-JUN-2005 09:46:38 WESTFIELDK Chg Mgmt Related Item PWY:BP/CON/301.A-CONTREXT;3.0 (Affected) 23-JUN-2005 09:46:39 Ken. Westfield GRO Chg Mgmt WESTFIELDK -CONTREAL,
Ken.Westfield GRO
Chg Mgmt Related Item PWY:BP/CON/313.A-CONTREXT;3.0 (Affected) 23-JUN-2005 09:46:39 WESTFIELDK Related Item PWY:BP/CON/315.A-CONTREXT;2.0 (Affected) 23-JUN-2005 09:46:39 Ken. Westfield GRO WESTFIELDK Chg Mgmt Related Item PWY:BP/CON/321.A-CONTREXT;1.0 (Affected) 23-JUN-2005 09:46:39 Ken. Westfield GRO Chg Mgmt WESTFIELDK Related Item PWY:BP/CON/319.A-CONTREXT;1.0 (Affected) 23-JUN-2005 15:12:44 Ken. Westfield **GRO** WESTFIELDK Chg Mgmt Related Item PWY:CCN 1132A 1.A-CDATTACH;2 (In Response To) 24-JUN-2005 08:33:25 Ken. Westfield GRO WESTFIELDK Chg Mgmt Detailed description edited GRO 24-JUN-2005 17:01:47 Ken. Westfield WESTFIELDK Chg Mgmt Request attribute(s) updated Archived Attribute Information

----- END OF CHANGE CONTROL NOTE PWY CCN 1132 -----