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Fujitsu Services Ltd CHANGE CONTROL NOTE (CCN)		CCN NO: 1423c	
CCN TITLE: Modifications to the HNG-X Agreement as a result of the expiration of the Engineering Service		CHANGE ADMINISTRATION USE ONLY. CR NO: N/A CP NO: 6085 (1528)	
RELEASE: Release Independent		EXPIRY DATE: 25 th August 2015	
CCN RAISED BY: Phil Boardman		RAISED DATE: 18 th August 2015	
SUBMISSION DATE: 18 th August 2015			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO			
EMERGENCY IMPLEMENTATION DATE:			
ATTACHMENTS: YES /NO [If yes, Number of]: 3			
FUJITSU SERVICES APPROVAL	DATE	POST OFFICE LTD APPROVAL	DATE
SUMMARY and REASON FOR CHANGE: As a consequence of the expiry of the Engineering Service provided by Fujitsu, it has been agreed that changes to the HNG-X Agreement relating to the provision of the Services are necessary and the terms set out in this Change Control Note (CCN) shall apply to amend the HNG-X Agreement from the date of expiration of the Engineering Service. This CCN1423c sets out the changes necessary to remove the obligations relating to and to remove references to the Engineering Service from the HNG-X Agreement and to detail the changes necessary to the other Services, to enable the continued provision of the remainder of the Services under the Agreement. This CCN1423c also details the adjustments to the Charges within the Agreement to reflect the changes that are being made to the Services as a result of the expiration of the Engineering Service. This CCN1423c has been drafted in terms of the make good changes to the retained Services, based on the requirements as specified within the Atos owned document			

CCN1423c

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entitled SIAM Service Management - Engineering Transition Baseline Requirements - v1.0 (REQ/CUS/TRQ/2736).

The expiration of the Engineering Service, and the implementation of similar services from the Next Supplier, may result in increases to the volume and complexity of Incidents. It is agreed by the parties that, in the event of increases in the volume of activity or other Service impacts which affect Fujitsu's ability to perform the Services and which are attributable to the termination of the Engineering Service, this shall be managed in accordance with the HNG-X Agreement and in particular, Clause 39.

DETAILS OF CHANGE:

This CCN1423c provides for:

- 1) The expiry of the Engineering Service at 23:59 on the 31st March 2015;
- 2) The amendment of certain related definitions and references to the Engineering Service within the Agreement;
- 3) The remedial changes necessary to the scope of the Service Management Service, Management Information Service, Security Management Service, Branch Network Service and Communications Management Team Service to enable the continued and uninterrupted provision of such Services (once fully implemented) and to reflect changes to process;
- 4) An adjustment to the Charges within Schedule D1 (Charges) in respect of resulting reductions in Fujitsu Services cost incurred in the delivery of the Management Information Service, Service Management Service and Security Management Service as a result of impacting the remaining Services (in accordance with paragraph 9 of Schedule E) on the expiry of the Engineering Service. Fujitsu has agreed to waive any partial termination charge it may have been entitled to. This does not constitute a variation to the terms of the Agreement with respect to future partial terminations hereafter.
- 5) Whilst this CCN1423c caters for amendments to the Charges for the Service Management Service, for the avoidance of doubt, it is noted that these are incremental to those changes previously agreed within CCN1409a and which specifically related to the amendments to the MAC team scope.
- 6) A new monthly Charge within Schedule D1 (Charges) in respect of the continued operation of the Dispatch 1 system used by the Engineering Service, until CT1840 is approved and decommission of the Dispatch 1 system is completed.
- 7) The transfer of certain equipment and assets from Fujitsu Services to the Post Office in order for Post Office to obtain the provision of services similar to the Engineering Service after the expiry of the provision of the Engineering Service, in accordance with the Transfer of Assets Agreement dated 21st August 2015 herewith attached at Attachment 1 ("Asset Transfer

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Agreement”)

- 8) The transfer with effect from the Effective Date (defined below), as applicable, of certain employees of Fujitsu Services or its Sub-contractors to any of Post Office, a Next Supplier or a supplier to or sub-contractor of a Next Supplier pursuant to the Transfer Regulations and the provisions of Clause 75

PROPOSED REVISION TO WORDING OF THE AGREEMENT *(including Schedule reference):*

Removal of References

Additions to clauses are shown underlined, and deletions are shown with a strikethrough.

Clauses

Amend Clause 14.1 as follows;

“Until 31st March 2015, Post Office shall have the option of obtaining from Fujitsu Services all or any of the Consumables in such quantities as may be reasonably required by Post Office by giving Fujitsu Services not less than 30 days prior written notice thereof.”

Amend Clause 14.2 as follows;

“When given notice to procure Consumables as described in clause 14.1, Fujitsu Services shall deliver or procure delivery of any Consumables to an authorised representative of Post Office at times and locations to be mutually agreed between Fujitsu Services and Post Office (such agreement not to be unreasonably withheld or delayed).”

Amend Clause 14.3 as follows;

“Until 31st March 2015, Fujitsu Services shall maintain and make available a high level specification for each of the Consumables. In the event that a high level specification is unavailable in relation to a Consumable because it contains information confidential to the manufacturer, Fujitsu Services shall maintain, and make available to Post Office, a list of approved products, ordered by brand name where applicable.”

Amend Clause 14.4 as follows;

“Until 31st March 2015, Fujitsu Services warrants for use in Equipment

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installed in Branches:

14.4.1 the Consumables; and

14.4.2 any additional products contained in the list of approved products, by product identity, which comply with the high level specification for each Consumable which shall be maintained by Fujitsu Services.”

Amend Clause 14.6 as follows;

“Until 31st March 2015, ~~w~~Where Post Office uses any such product referred to in Clause 14.5 in the Infrastructure which either fails to comply with the high level specification or is not contained in the list of approved products referred to in Clause 14.3:

14.6.1 Fujitsu Services will be entitled to recover from Post Office and Post Office shall pay any and all reasonable additional costs and expenses incurred by Fujitsu Services if and to the extent Fujitsu Services can demonstrate to Post Office (Post Office acting reasonably) that such costs and expenses have been incurred as a result of Post Office’s use of such product; and

14.6.2 Fujitsu Services shall be relieved of any contractual remedies which Post Office may have arising from a failure of any Equipment installed in Branches to the extent that such failure is directly associated with Post Office’s use of such product.”

Amend Clause 14.8 as follows;

“Until 31st March 2015, Fujitsu Services shall use all reasonable endeavours to ensure that a supply of all the Consumables can be secured throughout the term of this Agreement (or, in relation to agreed Consumables, such shorter period as the Parties may agree).”

Amend Clause 14.9 as follows;

“Until 31st March 2015, ~~in the event that a Consumable is unavailable before the expiry of this Agreement (or, in relation to agreed Consumables, before the expiry of such shorter period as the Parties may agree),~~ Fujitsu Services shall, at its own expense, source an alternative acceptable consumable.”

Amend Clause 14.10 as follows;

“Until 31st March 2015, ~~in the event that a Consumable is unavailable and an alternative cannot be sourced,~~ Fujitsu Services shall not be relieved of its obligations to provide Services under the terms of this Agreement.”

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Amend Clause 14.11 as follows;

“Until 31st March 2015, tThe price of any Consumable, or alternative supplied under Clause 14.9, shall not exceed the cost to Fujitsu Services of supplying such Consumable, or alternative supplied under Clause 14.9, to Post Office.”

Amend Clause 14.12 as follows;

“Until 31st March 2015, tThe price charged pursuant to Clause 14.11 shall be subject to verification in accordance with Clause 24”

Amend Clause 15.1.10 as follows;

“until 31st March 2015, all Consumables shall be compatible with the Infrastructure.”

Amend Clause 26.2 Branch Hardware as follows:

“Unless the Parties agree otherwise, ownership of Branch Hardware shall vest in the Party that procures that hardware until such time as that hardware has been installed at the Branch and accepted by Fujitsu Services as part of the Infrastructure at which time such title shall transfer to Fujitsu Services. With effect from 1st April 2015 title to Branch Hardware previously owned by Fujitsu Services shall transfer to the Post Office on the date(s) stipulated in the Asset Transfer Agreement.”

Amend Clause 36.2.2 as follows:

“where damage occurs to hardware used by Fujitsu Services to provide the Services, Fujitsu Services shall repair or replace the affected items with all possible speed and (subject to any rights arising under Clause 36.1) at its own cost. , save to the extent that any hardware is transferred to Post Office pursuant to Clause 48.1 in which case risk and the responsibility to repair and to replace in such elements shall pass to Post Office when title passes as provided for in Clause 26.2.”

Amend Clause 36.4 as follows:

“Unless the Parties agree otherwise, risk in Branch Hardware shall vest with the Party that procures that hardware until such time as that hardware has been installed at the Branch and accepted by Fujitsu Services as part of the Infrastructure at which time such risk shall transfer to Fujitsu Services. “For the avoidance of doubt, after the transfer of Branch Hardware to the Post

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Office on 1st April 2015, Fujitsu Services shall have no risk in respect of that Branch Hardware save that Fujitsu Services will exercise reasonable controls over any Branch Hardware that is being utilised or stored by Fujitsu Services in provision of the Services."

Schedule 1 - Definitions

Amend the definition of "Counter Equipment" as follows;

"Counter Equipment"	means the PC's, printers, screens, local area network and other equipment installed, by Fujitsu Services in Branches for the provision of the Services which shall be supported by the Engineering Service until its expiry on <u>31st March 2015</u> ;
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Add a new definition for "Counter Base Unit" as follows;

"Counter Base Unit"	<u>The PC element of the Counter Equipment</u>
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Add a new definition for "Counter Gold Build" as follows;

"Counter Gold Build"	<u>A compiled set of operating system, driver and application system code which can be installed onto a Counter Base Unit, upon which the main application system code, and subsequent patches and changes, can be applied. Occasionally, new Counter Gold Build versions may be created, either as the only way that required change can be released, or with the aim of reducing the volume of subsequent updates required for a new or replaced Counter to build to the appropriate software version.</u>
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Amend the definition of "Engineering Service" as follows

"Engineering Service"	means the Service referred to in row 2 of Table A of Schedule B3.1; <u>until the 31st March 2015, thereafter the Engineering Service shall, if required by Post Office, be replaced by a service similar to the Engineering Service to be provided by the Next Supplier. From 1st April 2015, where reference is made to Engineering Service in a remaining Service Description then to the extent to which:</u>
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		<ol style="list-style-type: none">1) <u>Fujitsu is dependent on an element of the Engineering Service to deliver the relevant Service, this shall constitute the dependencies on Post Office described in Section 1.8 of Schedule A5 – Post Office Responsibilities, Annex A to deliver to facilitate Fujitsu's delivery of the Service;</u>2) <u>Where there is the requirement for an interface between the Service and the replacement Engineering Service, then Fujitsu shall work with Post Office and/or the Post Office Service Integrator (at Post Office's cost) to create and/or amend the interface to work with the replacement Engineering Service using the Change Control Procedure</u>
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Amend the definition of "Equipment" as follows;

"Equipment"	means; <ol style="list-style-type: none">(a) <u>In the period up to 31st March 2015, any physical hardware (excluding Paypoles and including, without limitation, supply cords, interface cables and cords, User-installable components and peripherals) forming part of the Infrastructure and Stand-Alone Hardware supplied by Fujitsu Services;</u>(b) <u>In the period from 1st April 2015, any physical hardware (including, without limitation, supply cords, interface cables and cords, User-installable components and peripherals) forming part of the Infrastructure supplied by Fujitsu Services;</u>
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Amend the definition of "Expired Services" as follows;

"Expired Services"	means services which were previously provided by Fujitsu to the Post Office but which have been terminated or have expired: <u>the Service Desk Service and the Engineering</u>
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	Service;
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Amend the definition of "HNG-X Service Infrastructure" as follows;

"HNG-X Infrastructure"	Service	means; (a) <u>In the period up to 31st March 2015, the Branch Infrastructure, the HNG-X Central Infrastructure and the HNG-X Telecommunications Infrastructure</u> (b) <u>In the period from 1st April 2015, the HNG-X Central Infrastructure and the HNG-X Telecommunications Infrastructure;</u>
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Amend the definition of "Horizon Service Infrastructure" as follows

"Horizon Infrastructure"	Service	means; (a) <u>In the period up to 31st March 2015, the Branch Infrastructure, the Horizon Central Infrastructure and the Horizon Telecommunications Infrastructure;</u> (b) <u>In the period from 1st April 2015, the HNG-X Service Infrastructure;</u>
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Amend the definition of "Infrastructure" as follows;

"Infrastructure"	means any of the infrastructure used by Fujitsu Services at the relevant time to deliver the Services, being any of the Horizon Service Infrastructure, the HNG-X Service Infrastructure or, during the Roll Out Phase, the combination of elements of the Horizon Service Infrastructure and the HNG-X Service Infrastructure (as applicable); <u>For the avoidance of doubt, it is noted that from 1st April 2015 the definitions of Horizon Service Infrastructure and HNG-X Service Infrastructure changed</u>
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Amend the definition of "Local Allowance" as follows;

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"Local Allowance"	means: (a) <u>In the period up to 31st March 2015, the allowable time for any failure of the Branch Infrastructure and/or the Branch Telecom Infrastructure;</u> (b) <u>In the period from 1st April 2015, the allowable time for any failure of the Branch Telecom Infrastructure;</u>
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Amend the definition of "Local Failure" as follows;

"Local Failure"	means: (a) <u>In the period up to 31st March 2015, a failure of the Branch Infrastructure and/or the Branch Telecom Infrastructure;</u> (b) <u>In the period from 1st April 2015, a failure of the Branch Telecom Infrastructure;</u>
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Amend the definition of " Priority" as follows;

" Priority"	means: (a) <u>In the period up to 31st March 2015, the priority designation set out in the Service Descriptions for (as applicable) the Branch Network Service and/or the Engineering Service;</u> (b) <u>In the period from 1st April 2015, the priority designation set out in the Service Description for the Branch Network Service;</u>
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Amend the definition of "Unavailable" as follows;

"Unavailable"	means: (a) <u>In the period up to 31st March 2015, in respect of a Counter Position, that it is not able to perform all Transactions, or</u>
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		<p>(b) communicate with the HNG-X Central Infrastructure (and that an agreed fallback condition as defined in Table 3 in section 2.3.4.2.5 of the Branch Network, Service Description does not apply) during a Post Office Core Day;</p> <p>(c) <u>In the period from 1st April 2015, in respect of a Counter Position, that it is not able to perform all Transactions, or communicate with the HNG-X Central Infrastructure during a Post Office Core Day;</u></p>
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Schedule A2 – Relationship and Governance

Amend the fourth bullet point within the Responsibilities section of the Service Management Relationship terms of reference within Annex 1 as follows:

“Reviewing operational reliability of Infrastructure, ~~tracking MTBF rates~~ and considering/recommending remedial courses of action (e.g. full or partial technological refresh or Service Level relief).”

Schedule A4 - Legislation, Policies and Standards

Amend paragraph 2.1.4 as follows:

“Until 31st March 2015, Fujitsu Services shall give due attention to the effects on the environment of the Equipment installed in Branches during manufacture, installation and use. This includes:

- (a) use of CFCs;
- (b) energy consumption;
- (c) recyclability of components;
- (d) recyclability of Consumables;
- (e) waste minimisation;
- (f) use of sustainable resources;
- (g) disposal of displaced equipment and waste; and
- (h) making appropriate use of recycled materials.”

Amend paragraph 2.2.1 as follows:

“Fujitsu Services shall ensure until the expiry of the Engineering Service on 31st March 2015 that any Equipment installed at the Post Office Premises does not prevent Post Office and its Agents from meeting their legal health and safety responsibilities as employers, including without limitation those defined in:”

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Schedule A5 - Post Office Responsibilities, Annex A - Post Office Responsibilities in Relation to the HNG-X Services

Add an additional paragraph 1.8 as follows:

"1.8 From 1 April 2015, in relation to Fujitsu continuing to deliver Services which previously had dependencies on the Engineering Service and to facilitate Fujitsu's delivery of those Services, Post Office will be responsible for:

- 1.8.1 for planning the timings of Counter Gold Build releases and requesting them, using the Change Control Procedure;
- 1.8.2 the Next Supplier accepting and resolving Incidents raised in respect of Branch Hardware requiring repair or replacement, identified through pro-active monitoring;
- 1.8.3 the Next Supplier accepting and fulfilling requests to perform investigation, repair or replacement activities on Branch Hardware (e.g. quiet line test or branch router reset) to support the resolution of Incidents

Add an additional paragraph 1.9 as follows:

"1.9 From 1st April 2015, Post Office will be responsible for maintaining the Initial Branch Infrastructure (as defined in paragraph 2.1.1 of Schedule B3.4 - Branch Infrastructure) to the specification described in CCD entitled "Counter Hardware Design Specification" (BP/DES/003) in all Branches and any other Post Office authorised locations.

Schedule B1.3 - Branch Hardware Implementation Services

Amend paragraph 6.2 (Branch Hardware Procurement) as follows;

Until 31st March 2015, Wwhere Post Office procures Branch Hardware from a third party, a warranty clause (the terms of which shall be agreed with Fujitsu Services, such agreement not to be unreasonably withheld) must form part of the purchase agreement for the Branch Hardware between the Post Office and the third party. Until 31st March 2015 Pprior to physical transfer of the Branch Hardware to Fujitsu Services or incorporation of the Branch Hardware into the Infrastructure (whichever is earlier) Post Office shall use reasonable endeavours to transfer to Fujitsu Services the benefit of and right to the third party warranty provisions.

The Annex to Schedule B1.3 to be deleted and replaced with Attachment 2, updated version of the Annex, recognising that Fujitsu Services, will no longer have responsibilities for procuring, implementing and installing Branch Hardware;

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Amend paragraph 1.3 as follows:

"Fujitsu Services shall ensure that the Business Continuity Plans for the Applicable Services are compatible with the overall service continuity framework set out in the CCD entitled "Business Continuity Framework" (CS/SIP/002). In addition, until 31st March 2015, Fujitsu Services shall ensure that any information provided in respect of the business continuity arrangements referred to in section 2.9 of the CCD entitled "Engineering Service: Service Description" (SVM/SDM/SD/0002) are compatible with the overall service continuity framework set out in the CCD entitled "Business Continuity Framework" (CS/SIP/002)."

Schedule B3.1 - HNG-X Services and Transitional Support Services

Amend the following row from the table contained at clause 2.1 Table A: Operational Services as follows:

2	Engineering Service	Not applicable	This Service has no predecessor and shall be applicable from Trigger Point T1 (Amendment Date)	Engineering Service: Service Description (SVM/SDM/SD/0002)	Service comprises an on-site replacement or repair service for broken or faulty Equipment at Branches together with associated back-up, support and administrative functions.	Expiring Service - this Service ceased to be provided by Fujitsu as of the 31st March 2015
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Schedule B3.3 - HNG-X Central and Telecommunications Infrastructure

Amend the paragraph 1.1.2 as follows;

The HNG-X Service Infrastructure comprises, in the period up to 31st March 2015, the:

(a) Branch Infrastructure, the provisions relating to which are set out in

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- Schedule B3.4;
- (b) HNG-X Central Infrastructure;
 - (c) HNG-X Telecommunications Infrastructure; and
 - (d) POLSAP Central Infrastructure (from the POLSAP R1 Go Live Date).
- and, in the period from 1st April 2015, the:
- (a) HNG-X Central Infrastructure;
 - (b) HNG-X Telecommunications Infrastructure; and
 - (c) POLSAP Central Infrastructure (from the POLSAP R1 Go Live Date).

Schedule B3.4 - Branch Infrastructure

Amend the paragraph 1.1.1 as follows;

record and specify the Branch Infrastructure that shall, until 31st March 2015, be provided by Fujitsu Services, in order to deliver the Horizon Applications and the Business Capabilities and Support Facilities, and thereby provide the HNG-X Services; and

Amend the paragraph 2.1.1 as follows;

Until 31st March 2015, Fujitsu Services shall, subject in each case to the limits in Annex A to Schedule D1 provide equipment as specified in the CCD entitled "Counter Hardware Design Specification" (BP/DES/003) in all Branches and any other Post Office authorised location (the "Initial Branch Infrastructure").

Amend the paragraph 2.1.11 Demonstrations and Marketing as follows;

Until 31st March 2015, Fujitsu Services shall provide the Branch Infrastructure which shall be required to demonstrate and market the Business Capabilities to Clients and prospective Clients. The Equipment that is required shall be set out in marketing plans as agreed jointly between Post Office and Fujitsu Services from time to time, and as agreed via the Change Control Procedure.

Amend paragraph 2.1.12 Branch Spares as follows;

"Branch Spares

- (a) No serialisation of spares movements and individual equipment locations will be maintained.
- (b) Until 31st March 2015, Fujitsu Services will record the serial number of any Equipment at the point of repair and monitor returns to enable multiple failures on single pieces of equipment to be identified and 'rogue' units to be removed from the spares loop.
- (c) Until 31st March 2015, Any units returned as part of the

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spares loop may be cannibalised to extend the economic life of spares.

- (d) Until 31st March 2015, equipment from Branch closures will be retained for spares unless scrapped by mutual agreement.
- (e) Until 31st March 2015, Any Old Style Mobile Configurations that are beyond economic repair shall be replaced by New Style Mobile Configurations, where there are no Old Style Mobile Configurations available in the spares loop.”

Amend paragraph 2.1.13 New Branch Equipment as follows;

“New Branch Equipment

- (f) Until 31st March 2015, Wwhere an existing item of equipment needs to be replaced (if the current equipment cannot be repaired economically or spares become unavailable) with a different model, the replacement item will provide equivalent functionality but may have visible differences including the livery.
- (g) Until 31st March 2015, Aany new counter equipment will be agreed with Post Office, and be subject to agreed levels of testing, including health and safety testing, EMC testing and ergonomic testing. It is expected that such testing will be commensurate with Post Office operating in a competitive commercial business environment.
- (h) Until 31st March 2015, Wwhere a mixture of equipment models are used in the estate, it is acceptable that a Branch can have more than one model type.
- (i) Until 31st March 2015, Pprior to the purchase of Branch Hardware by Fujitsu Services, Fujitsu Services will provide sample Branch Hardware to Post Office to assist in ergonomic evaluation and health and safety checks that Post Office may wish to carry out.”

Amend the assumption made at paragraph 3.3.1.a as follows;

“that the reductions in the number of Branches and Counter Positions during the term of this Agreement will take place in accordance with the table in Part 1 of Annex A of Schedule D1 (and consequently that, until 31st March 2015, additional maintenance spares will be available to Fujitsu Services);”

Amend paragraph 3.3.3 as follows;

“Until 31st March 2015, fFor the purpose of assessing the likelihood of the assumptions set out in paragraphs 3.3.1(b) and 3.3.1(c) proving incorrect,

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Fujitsu Services shall monitor Equipment failure rates using the methodology set out in and provide monthly information to Post Office in accordance with the CCD entitled "Calculating Mean Time Between Failure And Availability" (SVM/SDM/PRO/0013)."

Amend paragraph 3.3.4 as follows;

"Until 31st March 2015, Fujitsu Services shall monitor the actual numbers of Branches and Counter Positions in each year against the figure in Annex A of Part 1 of Schedule D1 for that year for the purpose of assessing the likelihood of the assumption set out in paragraph 3.3.1(a) proving incorrect and there being insufficient maintenance spares."

Amend paragraph 3.3.5 as follows;

"If, at any time until 31st March 2015, the assessment of Fujitsu Services or Post Office is that any of the assumptions set out in paragraph 3.3.1 is likely to prove incorrect it will promptly report that assessment to the Service Management Relationship."

Amend the header text in paragraph 3.3.6 as follows, leaving the sub-clauses (a)-(e) as documented;

"Until 31st March 2015, oOn receiving an assessment of the kind specified in paragraph 3.3.5, the Parties shall meet to consider the assessment (including the period the Parties believe the assumption is likely to continue to prove incorrect) and determine a remedial plan (the "Remedial Plan"), which may include one or more of the following:"

Amend paragraph 3.4.1 as follows;

"Until 31st March 2015, Fujitsu Services will, for the purpose of paragraph 3.3.2, carry out regular monitoring of, and regularly report on, trends in the Mean Time Between Failure of the items of Equipment in question to Post Office. In normal circumstances, the variation between the measured trend and the assumed trend for an item of Equipment will be sufficiently consistent over time to allow a replacement programme (if that is necessary) to be developed and carried out in an economic manner as part of a planned and orderly routine. It is possible, however, that an item of Equipment might, other than by reason of an act or omission of Fujitsu Services, begin to fail in such quantities that Fujitsu Services and Post Office reasonably consider that the Equipment needs to be replaced or repaired outside the normal routine ('Catastrophic Failure')."

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Amend paragraph 3.4.2 as follows;

“Until 31st March 2015, in the event of any Catastrophic Failure occurring, Fujitsu Services will promptly report that fact to the Service Management Relationship.”

Amend paragraph 3.4.3 as follows;

“Subject to paragraphs 3.4.4 and 3.4.5, the cost of replacement of a type of Equipment which suffers Catastrophic Failure will be borne by Post Office. Until 31st March 2015, Types of Equipment that are replaced by reason of Catastrophic Failure (and the replacement Equipment) will continue to be taken into account in the calculation of Mean Time Between Failure referred to in paragraphs 3.3.1(b) and 3.3.1(c).”

Amend paragraph 3.4.4 as follows;

“Until 31st March 2015, aAs an alternative to replacing a type of Equipment that has suffered Catastrophic Failure, Post Office may request Fujitsu Services to cease to provide or to modify Services which are affected by that Catastrophic Failure, in which case the provisions of paragraphs 3.3.6 and 3.3.7 shall apply.”

Amend paragraph 3.4.5 as follows;

“Until 31st March 2015, in the case of the following items of Equipment:

- (a) PC BIOS batteries; and
- (b) Flat screens,

the Charges assume that replacement items will be installed in the course of normal engineer visits to Branches in response to Incidents as part of the Engineering Services, there being no installation programme as such, and should either of these items be subject to Catastrophic Failure the cost to be borne by Post Office under paragraph 3.4.3 will only be the increased direct costs and expenses reasonably incurred by Fujitsu Services in accelerating the planned programme of replacement.”

Amend the header text in paragraph 3.5.1 as follows, leaving the sub-clauses (a)-(b) as documented;

“Until 31st March 2015, aAs from the date when an assumption set out in paragraph 3.3.1 proves incorrect or a Catastrophic Failure occurs and until such time as the relevant Remedial Plan has been agreed and fully implemented (or, in the case of Catastrophic Failure the Equipment in question has been replaced throughout the Branch Infrastructure) then, provided Fujitsu

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Services is not in breach of Clause 15.2, Fujitsu Services shall:"

Amend paragraph 3.5.2 as follows;

"Until 31st March 2015, Fujitsu Services shall use all reasonable endeavours to mitigate the amounts payable by Post Office in accordance with paragraph 3.5.1(b) and shall provide a statement of such increased direct costs and expenses for approval by Post Office, such approval not to be unreasonably withheld."

Amend the table in paragraph 4.1 as follows:

	Document Reference	Document Title
1	SVM/SDM/PRO/0013 (withdrawn in CCN1423c)	Calculating Mean Time Between Failure And Availability Process
2	BP/DES/003	Counter Hardware Design Specification
3	SVM/SDM/STD/001	Post Office Ltd Operational Business Change – Branch Interface Agreement
4	NB/PDN/010	PIN Pad Product Specification
5	IM/MAN/022	PIN Pad Technical Installation Training Guide

Schedule C2 – Sub-Contractors

Amend the following row from the table contained at clause 1 Table of Fujitsu Services' Sub-contractors as follows;

Cisco	- for provision support of PO Managed Switch (Engineering) and Network Support (Central Network Service)	Ongoing agreement
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Amend the following row from the table contained at clause 1 Table of Fujitsu Services' Sub-contractors as follows;

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Digi (Terminated upon exit of the Engineering Services on 31 st March 2015)	- Support of Branch Router in Engineering Service	Initial Term: 31 st March 2015
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Amend the following row from the table contained at clause 1 Table of Fujitsu Services' Sub-contractors as follows;

Fujitsu Telecoms Engineering Ltd (Terminated upon exit of the Engineering Services on 31 st March 2015)	- To carry out repairs to the Epson Counter Printer	Fujitsu Subsidiary operating under an indefinite Inter Company Agreement
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Amend the following row from the table contained at clause 1 Table of Fujitsu Services' Sub-contractors as follows;

Ingenico	- PIN Pad design, development and supply. Software support and Hardware repair for PIN Pads	Initial Term: 5 th December 2015 Current Term: March 2016 Existing contract term covers the current Post Office contract duration.
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Amend the following row from the table contained at clause 1 Table of Fujitsu Services' Sub-contractors as follows;

SPC (Terminated upon exit of the Engineering	- To carry out repairs to the Base Units and Monitors	Current Term: 30th September 2014. Following this term the ongoing
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Services on 31 st March 2015)		agreement will continue to ensure cover is provided for the term of the Agreement
------------------------------------------------	--	-----------------------------------------------------------------------------------------------

Amend the following row from the table contained at clause 1 Table of Fujitsu Services' Sub-contractors as follows;

Taalus Technical Solution souch- Logistics	- Removed as a consequence of the expiry of the Engineering Service Provision of Break Fix resolution of hardware faults	Expired Current- Term:- 31st July 2014. Fujitsu has the right to extend the agreement further and would look to make it co- terminus with the Post Office contract due to expire 31/03/2015.
--------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Amend the following row from the table contained at clause 1 Table of Fujitsu Services' Sub-contractors as follows;

Triage (Terminated upon exit of the Engineering Services on 31 st March 2015)	- Provision of Operational Business Change logistics and maintenance. Also provide repairs to Keyboards, the OKI Back Office Printer and Geller Portable Hosted Units (PHU'S)	Current expiry date: 2nd July 2014. As this is not a specific customer schedule Fujitsu doesn't plan to make the agreement co terminus with the Post Office contract due to expire 31/03/2015. However, Fujitsu will ensure that contract cover is in place for the duration of the Post Office
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contract.

Schedule D1- Charges

Insert new paragraph 5.12.12 as follows:

“5.12.12 The Expected Engineering Volumes charging mechanism shall cease to be used upon submission of the April invoice for excess Engineering calls.”

Insert new paragraph 6.9 as follows:

Additional Charges in respect of the Engineering Service

“With effect from 1st April 2015, an additional monthly Charge of £10,359.63 for the Engineering Service in respect of the continued operation of the Dispatch 1 system used by the Engineering Service, until decommission of the Dispatch 1 system is completed. Such decommission to be agreed via the Change Control Procedure under CT1840.”

For the avoidance of doubt, the changes in charges described below have been calculated relative to charges relating to the Financial Year ending March 2015.

VARIATION OF OPERATIONAL UNIT CHARGES AND OPERATIONAL FIXED CHARGES**Annex B Operational Charges Table**

Subtract from the Management Information Service, Fixed Charges the amount of £3,537.50 per month for the years ending 31st March 2016, 31st March 2017 and 31st March 2018. Applicable from 1st April 2015.

Subtract from the Management Information Service, Service Management Element the amount of £569.54 per month for the years ending 31st March 2016, 31st March 2017 and 31st March 2018. Applicable from 1st April 2015;

Subtract from the Service Management Service, Unit Charge per Branch the amount of £0.92 per month for the years ending 31st March 2016, 31st March 2017 and 31st March 2018. Applicable from 1st April 2015;

Subtract from the Security Management Service, Unit Charge per Branch the amount of £0.07 per month for the years ending 31st March 2016, 31st March 2017 and 31st March 2018. Applicable from 1st April 2015;

Subtract from the Security Management Service, Service Management Element the

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amount of £0.02 per month for the years ending 31st March 2016, 31st March 2017 and 31st March 2018. Applicable from 1st April 2015;

Annex E Variations in Monthly Charges

Add the following entries to the table

Number of CCN.	Row Changed in Annex B (Description)	Value (£) of Change	Effective Date of Change
CCN1423c	Management Information Service, Fixed Charges	-£3,537.50	1st April 2015
CCN1423c	Management Information Service, Service Management Element	-£569.54	1st April 2015
CCN1423c	Service Management Service, Unit Charge per Branch	-£0.92	1st April 2015
CCN1423c	Security Management Service, Unit Charge per Branch	-£0.07	1st April 2015
CCN1423c	Security Management Service, Service Management Element	-£0.02	1st April 2015

Schedule E – Termination and the Exit Plan

Amend the table contained in Annex 1 as follows:

Engineering Service	Terminable as an individual Service (Expired as of <u>31st March 2015</u>)	Signature by both Parties of CCN 1200	Process, toolset, SLT and operational service threshold implications on Service Desk Service and Operational Business Change (Branch Change) Service and on availability SLTs
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CCD SVM/SDM/SD/0002 – Engineering Service: Service Description

To be withdrawn.

FUJITSU RESTRICTED
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An amended version of SVM/SDM/SD/0011 Branch Network Service Description has been included as Attachment 3. This document will go through the document review and approval process but this new version will be effective 1st April 2015. In the event there are any further changes to this document required then this will be managed under the normal Change Control Procedure. The updates reflect the expiry of the Engineering Service by making changes to definitions of Counter Availability and Branch Availability, and the methods of calculating their associated Service Level Targets, to recognise the changes in scope of services being provided by Fujitsu Services.

CCD SVM/SDM/SD/0007 – Service Management Service: Service Description:

The following amendments are required to detail the changes in obligations and responsibilities, as part of the Release Management Service, in respect of releasing Counter Gold Builds to the Next Supplier of branch hardware engineering services;

- * Add the following definitions within the table in Section 0.6 Abbreviations/Definitions;

EUC Tower Provider	The Next Supplier of branch hardware engineering services, in place of the expired Fujitsu provided Engineering Service.
Counter Base Unit	The PC element of the Counter Equipment
Counter Gold Build	A compiled set of operating system, driver and application system code which can be installed onto a Counter Base Unit, upon which the main application system code, and subsequent patches and changes, can be applied. Occasionally, new Counter Gold Build versions may be created, either as the only way that required change can be released, or with the aim of reducing the volume of subsequent updates required for a new or replaced Counter to build to the appropriate software version.

- * Add an additional responsibility for Post Office to plan the timings of Counter Gold Build releases and to request them, using the Change Control Procedure (as an additional sub-section within 3.1.1.3 Release Distribution Timing and in section 4.1.3 Post Office Dependencies and Responsibilities)
- * Add a clarification on the Service's obligations that it will test any new Counter Gold Build version to be released, only to the point of verifying that it can be successfully installed on a Counter Base Unit; and add a responsibility on the EUC Tower Provider to test that their Counter Gold Build duplication and installation processes and mechanisms can perform an effective Counter Gold Build install (as an additional sub-section within 3.1.1.4 Release Testing)
- * Add an additional obligation to release new versions of Counter Gold

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Builds to the EUC Tower Provider, to agreed timescales; add an additional responsibility on Post Office (or their nominated managing agent) to manage the EUC Tower Provider's release of the Counter Gold Build under change control, to agreed timescales; and add an additional responsibility on the EUC Tower Provider to manage the further release of the Counter Gold Build version onto Counter Base Units in a timely manner, whether it is to be used as part of a Release or for installations on new or replaced Counter Base Units (as an additional sub-section within 3.1.1.7 No Disruption to Users and the Working Environment)

The obligation to deal with requests for adding, updating or removing Global User accounts (in Section 5.1 MAC Team Core Activities within Annex C) will be updated to clarify that all requests will come from Post Office, will have been authorised before receipt and will include requests for accounts for Postmasters, Post Office Trainers and EUC Tower Provider engineers.

The existing obligations of the MAC Team related to administering and managing Engineering activities (all obligations contained within Section 5.2 MAC Team Engineering Activities) will be removed on 31st March 2015.

There will be additions made to describe the responsibilities of the MAC Team around receiving Incidents related to providing network or application configuration support (as defined in the first section of attachment 1 to CCN1409a) to engineers of the EUC Tower Provider making on-site Counter Hardware break-fix visits. When receiving these Incidents they will be classified with Severity Level 1 and their resolution will aim to meet the following service level targets;

Engineering Support Incident Response (Sev 1)	All EUC Tower Provider engineer incident support requests to be acknowledged as being with Fujitsu within 15 minutes of receipt.	SLA Target 95%	Reporting Period - Monthly
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Engineering Support Incident Assignment (Sev 1)	All EUC Tower Provider engineer incident support requests to be assigned to a relevant resolving group within 15 minutes of receipt	SLA Target 90%	Reporting Period - Monthly
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It should be noted that charges for the MAC team have not been uplifted by this CCN1423, since the above responses have been designed as automated responses.

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An obligation for the MAC Team will be added in respect of the raising of pro-active break-fix Incidents for engineers to resolve issues with Branch Hardware that have been identified from Event & Systems Monitoring activities within the Systems Management Service. The Incidents will be raised by email to the Atos Service Desk.

CCD SVM/SDM/SD/0019 – Communications Management Team: Service Description:

There will be updates made to Section 2.1.1.2 to reflect the raising of Incidents requiring EUC Tower Provider's engineers to perform investigations in branch around;

- * incidents related to failure of the backup network service provided by WWAN where signal strength is viable; or
- * incidents relating to PSTN issues in the Hull/Kingston area; or
- * incidents within the PSTN domain, e.g. filtering issues, PSTN line faults etc, that are managed by Fujitsu to reduce the resource required within the appropriate Post Office team and avoid the risk of delay in assessment and resolution of the incident, which would result in the Branch being unable to trade for an extended period of time.

These Incidents will be raised with the Atos Service Desk, via email.

There will be updates made to Section 2.1.2.1 Pro-Active Incident Reduction to reflect that Incidents, based on alerts/monitoring, requiring EUC Tower Provider's engineers to resolve issues with Branch Network Hardware will be raised with the Atos Service Desk, via email.

There will be additions made to Section 2.8 Post Office Dependencies and Responsibilities to include the dependencies on Post Office for the effective delivery of this service that;

- * Post Office will be responsible for the Next Supplier accepting and resolving Incidents raised in respect of Branch Hardware requiring repair or replacement, identified through pro-active monitoring; and
- * Post Office will be responsible for the Next Supplier accepting and fulfilling requests to perform investigation, repair or replacement activities on Branch Hardware (e.g. quiet line test or branch router reset) to support the resolution of Incidents.

There will be updates made to describe the process by which configuration of intelligent (Cisco) routers will be performed, to be used in the replacement of such Branch Hardware related to break-fix Incidents. The process steps will be;

- * Incident received from the Atos Service Desk, including the branch details required for configuration and with pre-arranged delivery and collect details

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- * The CMT Team forward the request to configure the hardware
- * The courier delivers hardware to the network configuration team (Crewe) who provide this element of the service. The time of the receipt of hardware forms the start time for this element of the service
- * The hardware is configured using the branch information provided in the request
- * The network configuration team notifies the courier that hardware is ready for collection using the pre-arranged details provided in the request, the time of notification is used to indicate fulfilment of this element of the service
- * The courier collects hardware and delivers to the pre-arranged address
- * The network configuration team will use reasonable endeavours to aim to fulfil this element of the service within the following timescales;
 - for hardware delivered to them before 2pm - to have hardware readied for despatch 2 days after receipt of the hardware, within the days of availability for this element of the service, (e.g. received Monday pre 2pm – ready for despatch on Wednesday);
 - and for hardware delivered to them after 2pm – to have hardware readied for despatch 3 days after receipt, within the days of availability for this element of the service (e.g. received Monday post 2pm – ready for despatch on Thursday).

The hours of availability for this network configuration team element of the service will be 9:00 – 17:00, Mondays to Fridays, excluding Bank Holidays.

CCD SVM/SDM/SD/0016 – Management Information Service: Service**Description:**

There will be edits made to redefine the set of Service Levels (excluding Engineering SLA/OLAs) to now be reported.

CCD SVM/SDM/SD/0006 – Systems Management Service: Service Description:

The following amendment is required to recognise the expiry of the Engineering Service;

- * Engineering Service (paragraph (d)) to be removed from the list of Operational Services that “may be directly impacted by the successful provision of Systems Management Service should support be required” (at Paragraph 2.3.4.2)

The following addition to Section 2.8 Post Office Dependencies and Responsibilities is also required to include the dependencies on Post Office for the effective delivery of this service that;

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Post Office will be responsible for the Next Supplier accepting and resolving Incidents raised in respect of Branch Hardware requiring repair or replacement, identified through pro-active monitoring;

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

The project work to implement the changes required to enable the exit of this Engineering Services are set out in CT1789.

This CCN is based upon the following assumption:

The test rigs (comprising the following elements);

1. Solution Verification & Integration (SV&I Rig)
2. Integration (INT Rig)
3. Component Integration Testing (CIT Rig)
4. Live System Test (LST Rig)
5. Reference Data Test (Ref Data Rig);

currently contain representative Branch Infrastructure (network equipment, base units and end user peripherals) which as a consequence of the Exit of the Engineering Service on 31st March 2015 Fujitsu will no longer have the spares or repair facilities to support. In the event that there are failure(s) on this hardware during the remaining period of providing these facilities, Fujitsu will raise new Incident(s) with Post Office Ltd's Service Desk for the attention of the Next Supplier of the Engineering Service to attend the Fujitsu test locations to replace the failed part(s). It is agreed that this support will be provided by Post Office Ltd at no cost to Fujitsu. Fujitsu will exercise reasonable care and skill in accordance with its own established internal procedures when housing and/or using the Branch Infrastructure to perform the Services.

NEW CCDs and/or CRDs: N/A

Reference	Title	Approved Version & Date

AMENDED CCDs and/or CRDs:

Reference	Title	Previous Version & Date	Approved Version & Date
SVM/SD	Engineering Service: Service Description	V6.0	Withdrawn

CCN1423c

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M/SD/00 02		29/10/20 13	
SVM/SD M/PLA/0 030	HNG-X Engineering Service Business Continuity Plan	V1.0 13/10/20 14	Withdrawn
SVM/SD M/PRO/0 004	DEFINITIONS OF ENGINEERING SERVICE PRIORITY AND LOCAL/REMOTE LOCATIONS PROCESS	V3.0 21/06/20 12	Withdrawn
SVM/SD M/PRO/0 013	CALCULATING MEAN TIME BETWEEN FAILURE AND AVAILABILITY PROCESS	V5.0 14/03/20 12	Withdrawn
SVM/SD M/PRO/0 042	ENGINEERING SECURITY CLEARANCE AND INTERNAL CONTROLS	V0.1	Withdrawn
SVM/SD M/WKI/1 511	OKI LASER PRINTER (BACK OFFICE PRINTER) PERIPHERAL TROUBLE SHOOTING AND REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn
SVM/SD M/WKI/1 512	BAR CODE READER PERIPHERAL TROUBLE SHOOTING AND REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn
SVM/SD M/WKI/1 513	PATCTXFLAT SCREEN PERIPHERAL TROUBLE SHOOTING AND REPLACEMENT GUIDE	V2.0 06/03/20 15	Withdrawn
SVM/SD M/WKI/1 514	EPSON COUNTER PRINTER PERIPHERAL TROUBLE SHOOTING AND REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn
SVM/SD M/WKI/1 515	KEYBOARD PERIPHERAL TROUBLE SHOOTING AND REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn
SVM/SD M/WKI/1 516	PINPAD PERIPHERAL TROUBLE SHOOTING AND REPLACEMENT GUIDE	V2.0 01/10/20 14	Withdrawn
SVM/SD M/WKI/1 517	HNGX BRANCH ROUTER REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn
SVM/SD M/WKI/1 518	HNG-X BASE UNIT A SINGLE COUNTER TROUBLESHOOTING AND REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn

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SVM/SD M/WKI/1 519	HNG-X BASE UNIT C TROUBLE SHOOTING AND REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn
SVM/SD M/WKI/1 532	PHU2.0 (MOBILE) BASE UNIT REPLACEMENT GUIDE	V1.0 06/03/20 15	Withdrawn
CS/SPE/ 013	Specification for Horizon System Branch consumables	V2.0 18/08/20 06	Withdrawn
SVM/SD M/SD/00 11	Branch Network Service Description	V4.7 26/03/20 14	Target V5.0 01/05/201 5
SVM/SD M/SD/00 07	Service Management Service: Service Description	V4.1 14/8/201 4	Target V5.0 01/05/201 5
SVM/SD M/SD/00 19	Communications Management Team: Service Description	V3.1 7/8/2014	Target V4.0 01/05/201 5
SVM/SD M/SD/00 16	Management Information Service: Service Description	V5.0 5/11/201 3	Target V6.0 01/05/201 5
SVM/SD M/SD/00 06	Systems Management Service: Service Description	V4.0 16/4/201 4	Target V5.0 01/05/201 5
Policies and Standards: N/A			
Service Levels (including any Service Level relief required): N/A			
P.O. Ltd Responsibilities: N/A			
Other: This CCN1423c replaces CCN1423b which was submitted on 4 th August 2015 and which is hereby withdrawn by the submission of this CCN1423c.			

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CHANGE CONTROL NOTE

ID: PWY_CCN_1423 CCN:1423c Create Date: 31-MAR-2015 09:18:53
Status: APPROVED Originator: Ken.Westfield

=====
Title:

Modifications to the HNG-X Agreement as a result of the expiration of the Engineering Service

Main Description:

Related Parts

- | | | |
|---|-------------------------------------------------------------------------|---------------|
| 0 | PWY:CCN.A;1
(CHANGE_MANAGEMENT)
Change Control Notes | Ken.Westfield |
| 4 | PWY:CD_ATTACH.A;1
(CHANGE_MANAGEMENT)
Change Document Attachments | Ken.Westfield |

Related Items

Affected

- | | | |
|---|------------------------------------------------------------------------------------|---------------|
| 4 | PWY:CCN_1423_1.A-CDATTACH;1 (Affected)
(CCN_1423_1.doc)
CCN1423 Attachment 1 | Ken.Westfield |
|---|------------------------------------------------------------------------------------|---------------|

Affected

- | | | |
|---|-------------------------------------------------------------------------------------|---------------|
| 4 | PWY:CCN_1423_2.A-CDATTACH;1 (Affected)
(CCN_1423_2.docx)
CCN1423 Attachment 2 | Ken.Westfield |
|---|-------------------------------------------------------------------------------------|---------------|

Affected

- | | | |
|---|-------------------------------------------------------------------------------------|---------------|
| 4 | PWY:CCN_1423_3.A-CDATTACH;1 (Affected)
(CCN_1423_3.docx)
CCN1423 Attachment 3 | Ken.Westfield |
|---|-------------------------------------------------------------------------------------|---------------|

Affected

- | | | |
|---|-------------------------------------------------------------|---------------|
| 4 | PWY:CCN_1423_4.A-CDATTACH;1 (Affected)
(CCN_1423_4.xlsx) | Ken.Westfield |
|---|-------------------------------------------------------------|---------------|

CCN1423 Supporting Data - DO NOT SUBMIT

CCN1423c

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6 PWY:CCN_1423_7.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423_7.docx)
CCN1423a Attachment 3

Affected

6 PWY:CCN_1423_5.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423_5.doc)
CCN1423a Attachment 1

Affected

6 PWY:CCN_1423_6.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423_6.docx)
CCN1423a Attachment 2

Affected

6 PWY:CCN_1423_10.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423b_10.docx)
CCN1423b Attachment 3

Affected

6 PWY:CCN_1423_12.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423c_12.docx)
CCN1423cb Attachment 2

Affected

6 PWY:CCN_1423_13.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423c_13.docx)
CCN1423cb Attachment 3

Affected

6 PWY:CCN_1423_8.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423b_8.docx)
CCN1423b Attachment 1

Affected

6 PWY:CCN_1423_9.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423b_9.docx)
CCN1423b Attachment 2

Affected

6 PWY:CCN_1423_11.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1423c_11.docx)
CCN1423c Attachment 1

=====
=====
Related Child Change Documents:=====
=====
Related Parent Change Documents:

Dependent PWY_CP_6085 CLOSED Rosie Bacon (BACONRE)

CCN1423c

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HNG-X CP1528 - Modifications to HNG-X Services following the Engineering Service exit

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Action Messages

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Action Number: 5 Date Jun 15 2015 17:08:59 By: Florence.Eyre
Change Control Board, Meeting Number 796

Monday 15th June 2015

CCB Action Update:

CCN1423a – Action 1 – CCN in draft form with POL and still under discussion.
Action continues

Action Number: 6 Date Jun 23 2015 09:28:08 By: Florence.Eyre
Change Control Board, Meeting Number 797

Monday 22nd June 2015

Ratifications:

- * CCB Actions
 - o CCN1423a – Modifications to the HNG-X Agreement as a result of the expiration of the Engineering Service
- The above CTs were presented to CCB having been progressed ex-committee and their submission was upheld.

Action Number: 6 Date Jun 23 2015 09:42:57 By: Florence.Eyre
Change Control Board, Meeting Number 797

Monday 22nd June 2015

CCB Action Update:

CCN1423c

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CCN1423a – Action 1 – All relevant agreements given and CCN submitted. Action Complete

Action Number: 6 Date Aug 10 2015 17:19:14 By: Florence.Eyre
Change Control Board, Meeting Number 804

Monday 10th August 2015

Ratifications:

CCB Actions

- * CCN1423b – Modifications to the HNG-X Agreement as a result of the expiration of the Engineering Service

The above changes were presented to CCB having been progressed ex-committee and the submission was upheld.

Action Number: 6 Date Sep 24 2015 13:16:51 By: Florence.Eyre
Please be advised that the following CCN has now been formally approved by Post Office Ltd:

Modifications to the HNG-X Agreement as a result of the expiration of the Engineering Service

This CCN was created and progressed as a alongside the approval of CP1528 following the approval of CT1789

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Action History

1	31-MAR-2015 09:18:53	Ken.Westfield	<u>GRO</u>
	WESTFIELDK		Chg Mgmt
	Document created		
2	31-MAR-2015 09:19:31	Ken.Westfield	<u>GRO</u>
	WESTFIELDK		Chg Mgmt
	Actioned document from RAISED to COMMERCIAL REVIEW		
3	09-APR-2015 08:41:23	Ken.Westfield	<u>GRO</u>
	WESTFIELDK		Chg Mgmt
	Actioned document from COMMERCIAL REVIEW to READY_TO_SUBMIT		
4	09-APR-2015 08:45:46	Ken.Westfield	<u>GRO</u>
	WESTFIELDK		Chg Mgmt
	Actioned document from READY_TO_SUBMIT to SUBMITTED		
5	11-MAY-2015 16:23:40	Ken.Westfield	<u>GRO</u>
	WESTFIELDK		Chg Mgmt
	Actioned document from SUBMITTED to WITHDRAWN		

CCN1423c

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6 19-JUN-2015 08:43:45 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from WITHDRAWN to SUBMITTED
7 24-SEP-2015 13:17:04 Florence Eyre **GRO**
EYREF CS
Actioned document from SUBMITTED to APPROVED

Update History

0 31-MAR-2015 09:18:53 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CCN.A;1
2 09-APR-2015 08:40:10 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
2 09-APR-2015 08:41:23 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
4 28-APR-2015 13:49:15 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CD_ATTACH.A;1
4 28-APR-2015 13:49:15 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_1.A-CDATTACH;1 (Affected)
4 28-APR-2015 13:49:15 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_2.A-CDATTACH;1 (Affected)
4 28-APR-2015 13:49:15 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_3.A-CDATTACH;1 (Affected)
4 28-APR-2015 13:49:16 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_4.A-CDATTACH;1 (Affected)
4 11-MAY-2015 16:23:40 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
5 15-JUN-2015 17:08:59 Florence Eyre **GRO**
EYREF CS
Added action description
6 19-JUN-2015 08:46:37 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
6 19-JUN-2015 08:48:15 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
6 23-JUN-2015 09:28:08 Florence Eyre **GRO**
EYREF CS
Added action description
6 23-JUN-2015 09:42:57 Florence Eyre **GRO**
EYREF CS
Added action description
6 26-JUN-2015 08:15:53 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_5.A-CDATTACH;1 (Affected)
6 26-JUN-2015 08:15:53 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt

CCN1423c

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Related Item PWY:CCN_1423_6.A-CDATTACH;1 (Affected)
6 26-JUN-2015 08:15:53 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_7.A-CDATTACH;1 (Affected)
6 05-AUG-2015 08:53:15 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
6 05-AUG-2015 08:56:01 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
6 10-AUG-2015 17:19:14 Florence Eyre **GRO**
EYREF CS
Added action description
6 11-AUG-2015 13:53:49 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
6 19-AUG-2015 08:37:48 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited
6 19-AUG-2015 08:38:54 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
6 27-AUG-2015 13:05:34 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_10.A-CDATTACH;1 (Affected)
6 27-AUG-2015 13:05:35 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_13.A-CDATTACH;1 (Affected)
6 27-AUG-2015 13:05:35 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_12.A-CDATTACH;1 (Affected)
6 27-AUG-2015 13:05:35 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_11.A-CDATTACH;1 (Affected)
6 27-AUG-2015 13:05:35 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_9.A-CDATTACH;1 (Affected)
6 27-AUG-2015 13:05:35 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1423_8.A-CDATTACH;1 (Affected)
6 24-SEP-2015 13:16:51 Florence Eyre **GRO**
EYREF CS
Added action description
6 24-SEP-2015 13:17:04 Florence Eyre **GRO**
EYREF CS
Request attribute(s) updated
7 30-SEP-2015 12:36:49 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated
7 04-JAN-2016 10:18:40 Ken. Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated

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