

Fujitsu Services

Operational Business Change – Branch,
Service Descriptions and Schedule of Service Prices

Ref: CS/PDN/015

Version 9.0

Commercial In Confidence

Date: 28/02/06

0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue
0.1	25/8/98	First draft for change steering group comment
0.2	30/9/98	Second draft for review and comment
0.3	7/12/98	Final draft for comment before issue 1.0 is raised.
0.4	4/2/99	Changes to Service Description Service Numbering due to restructure of document. Following comment.
1.0	14/4/99	Definitive for release
2.0	7/7/99	Definitive for release under CCN
3.0	19/7/99	Definitive incorporating comments and Post Office Limited review of service constraint figures.
3.6	28/5/02	Draft for review To include service descriptions for Weigh scales connections, trolley supply, monitor exchange, UPS installation, and PINPad services, and to synchronise this document with CS/REQ/006 and CS/PDN/017
3.7	15/7/02	Document re-titled from “Outlet Change Service Descriptions” to “Operational Business Change – Network, Service Descriptions”. Draft for review incorporating comments from reviewers
3.8	13/9/02	Further draft following receipt of new comments
4.0	8/10/02	Issued for approval, having incorporated comments received in response to version 3.8
5.0	9/12/02	To incorporate comments from reviewers to version 4.0, and to issue for Agreement
5.1	30/06/03	To describe the new Fujitsu Services responsibilities, following the restructuring of the OBC service
5.2	14/08/03	To incorporate comments from reviewers to version 5.1.
5.3	18/09/03	To incorporate further comments from reviewers to version 5.2, and amend the Service Descriptors to an agreed format
6.0	23/10/03	Updates to document following review comments. Incorporation of newly agreed Change Service Descriptors.
6.1	29/06/04	Uplift of 2.8% RPI Incorporation of the BT Pre-Survey Service
6.2	11/08/04	Inclusion of additional Service Descriptions and prices

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7.0	25/10/2004	Updates to document following review comments
7.1	04/03/2005	Uplift of 3.5% RPI Document updated by Fujitsu for review by Post Office Ltd
7.2	05/04/05	Updates to document following review comments
7.3	20/09/05	Updates to document following further review comments
7.4	31/10/05	Updates to document following further review comments
8.0	06/02/06	Updates to document following further review comments. Also the inclusion of Geller Till process and modification to paragraphs containing costs associated with Environmentally friendly disposal of equipment.
8.1	06/02/06	Updates to document following further review comments. Also the inclusion of Geller Till process and modification to paragraphs containing costs associated with Environmentally friendly disposal of equipment. Issued for further review.
9.0	28/02/06	Issued for approval.

0.2 Review Details

Review Comments by:	
Review Comments to:	

Mandatory Review Authority	Name
Fujitsu Services Limited Customer Services Director	D. Baldwin
Fujitsu Services Service Delivery Team Manager	L. Evans-Jones
OBC Reference Data Service Manager	R. Cody
Post Office Limited OBC Process Manager	D. Anders*
Post Office Limited Implementation Development Manager	P. Kirk*

(*) = Reviewers that returned comments

0.3 Associated Documents

	Reference	Version	Date	Title	Source
1	CS/IFS/003	V6.2	15/09/05 Draft	Fujitsu Services/Post Office Ltd Operational Business Change – Network, Interface Agreement	Fujitsu Services
2	CS/OLA/035	V5.0	20/04/05	Operational Business Change – Network, Operational Level Agreement	Fujitsu Services

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Unless a specific version is referred to above, reference should be made to the current approved versions of the document.

0.4 Abbreviations/Definitions

Abbreviation	Definition
ADSL	Asynchronous Digital Subscriber Line
Agreement	The contract between Fujitsu Services and Post Office Limited as amended in particular by CCN 1100 on 31/12/02
CCN	Contract Control Note
CR	Change Request
CRT	Cathode Ray Tube. A 'TV' style counter monitor, as opposed to a 'flat screen' counter monitor.
Dummy Cabling	Inert cabling installed with the Paypole to prove that the planned cable runs are viable and clear of obstructions.
Cable & Wireless/BT	Fujitsu Services supplier of ISDN Telecommunications and enabling of ADSL service
Cable & Wireless/HNS	Fujitsu Services supplier of VSAT solutions
FAD	Finance Accounts Division – a unique reference identification number applied to each branch by Post Office Limited.
Fujitsu Services	Fujitsu Services Limited
ISDN	Integrated Services Digital Network
LAN	Local Area Network
NBSC	Post Office Limited Network Business Support Centre
NTE	Number Translation Equipment
NICEIC	National Inspection Council for Electrical Installation Contracting – a body who regulate the issue of a certificate of compliance to the latest electrical regulations in force at the time of issue.
POL NIST	POL Network Implementation and Security Team
OBC	Operational Business Change
OBC BORF	Operational Business Change – Branch, Operational Review Forum; a joint Post Office and Fujitsu Services body, meeting periodically to review the Operational Business Change (Branch) performance and service delivery.
OCMS	Outlet Change Management System – a software tool used to amend the software configuration at a Post Office branch.

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PAF	Project Authorisation Form
Paypole	A support bracket for a PINPad
PINPad	A numeric keypad used with Network Banking
PMMC	Postmaster Memory Card
Post Office Limited	Post Office Limited
UPS	Uninterruptible Power Supply
VSAT	Very Small Aperture Terminal – a term used to refer to Satellite Communications installations.

0.5 Changes in this Version

Version	Changes
7.1	Uplift of 3.5% RPI
7.2	Updates to document following review comments
7.3	Updates to document following review comments
7.4	Updates to document following review comments
8.0	For approval after finalisation of review comments

0.6 Changes Expected

Changes
<ul style="list-style-type: none"> Changes to reflect process amendments following the introduction of the ADSL communications solution.

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1.0 Background

This document contains the description of the services Fujitsu Services will supply in order to deliver the Horizon System estate changes, needed to support Post Office Branch changes - agreed as business requirements within reference [Ref 1].

This document now includes pricing information, and details of the application of each service. As such, it now incorporates, and supersedes, the Operational Business Change – Branch, Change Catalogue, and the Operational Business Change – Branch, Schedule of Service Prices. Underpinning this document are two other documents held under change control. These documents are documents Ref [1] and Ref [2], and this document should be read in conjunction with those associated documents.

2.0 Intent

The intent of this integrated document is to provide the descriptions and prices of the services that Fujitsu Services will provide to support Operational Business Change within the Post Office retail network.

3.0 Scope

This document describes the main elements of each change type that are the responsibility of Fujitsu Services to deliver, the circumstances under which each change type will be required to support a planned Branch change activity, the availability of the service, and the price for the service and any optional elements.

The service descriptions provided in this document are an abbreviated summary of the actions required to deliver the change. The full End-to-End process details, milestones and timetable schedule for OBC Branch changes, as agreed between Post Office Ltd, Fujitsu Services, and other Post Office Ltd subcontractors, are documented in the appendix to the OBC Branch Interface Agreement [document ref. 1 CS/IFS/003].

Many of the principal service types have variable elements depending on the type of communications used at the branch, or the exact nature of the change required. Within the Service Description section of this document (Paragraphs 10.0 to 29.0); each of the primary Service Descriptors is listed, followed by the Sub-category options that are described within that section of the document. Where reference is made to one particular sub-category of a service descriptor, this is shown in the format *Service Descriptor (Sub-category option)* – for example ‘Simple Relocation (Standard)’.

Fujitsu Services have previously undertaken the connection of Weigh Scales and Uninterruptible Power Supply units on behalf of Post Office. Post Office is now using alternative suppliers for connection of these items. As such, the processes for these installations are not contained within this document. As there is no Fujitsu Services involvement in these processes, it is not a requirement for Post Office to inform Fujitsu Services of their implementation through completion and submission of an OBC20 form.

Post Office Ltd is not required to inform Fujitsu Services about any OBC20 forms which are non-chargeable. However, for information purposes only it is helpful to

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Fujitsu to receive copies from POL NIST of OBC20's for the following: OBC0008, OBC013 (Some), OBC022.

4.0 Change Control

This document is to be held as a contract controlled document. It should be subjected to regular joint reviews by Post Office and Fujitsu Services. It should be reviewed at least annually, and following any major change to the OBC processes or services offered, or any change to service prices.

5.0 Service Requests

Requests for the delivery of services will be made through the submission of an OBC20 request form, in accordance with the requirements and timescales detailed in document reference [1].

The OBC20 form must be fully completed, and indicate clearly:

- The nature of the change required
- The type of data communications currently used at the Branch, or anticipated for a new Branch
- The specific dates on which the Fujitsu Services actions are required
- The Branch FAD code (for detailed information on FAD codes see Fujitsu Services/Post Office Ltd Operational Business Change - Branch Interface Agreement, document reference 1 CS/IFS/003), address, a contact name, and a contact telephone number
- The solution required at the Branch – fixed or mobile (luggable) solution; if a mobile solution is required, the OBC20 must indicate whether the request relates to the storage or service location.
- All other information relevant to the type of change requested, and any information specific to this particular change request.

NB: Non-chargeable OBC20s are sometimes sent to Fujitsu for information only. These are not to be included in the Fujitsu error list.

6.0 Responsibilities

6.1 Post Office

Post Office's obligations and responsibilities are as described within the latest version of Document References.

- To submit clear, complete and unambiguous requests on an approved OBC20 form
- To submit any amendments to those instructions on an approved OBC21 form
- To request services with sufficient lead times to comply with those detailed for the services described in Document Reference [1]

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- To ensure that a Branch survey, preparation and equipment lay-out activities are completed by the due date and are compliant with Fujitsu Services specification as defined in CS/STD/001 the Definition of a Compliant Counter for OBC V. 3 October 2004.
- To enable access to the premises for Fujitsu Services' employees or agents, in order that works may be completed to schedule
- To ensure that other suppliers also complete their works to schedule, so as not to prevent Fujitsu Services' employees or agents from completing their obligations
- To submit completed branch Survey Completion Packs to Fujitsu Services for saving to CD format.

6.2 Fujitsu Services

Fujitsu Service's obligations and responsibilities are as described within the latest version of Document References. To receive changes submitted on an OBC20 form, and to process them without undue delay, provided that the change requested is of a type supported by Fujitsu Services

- To process any amendments submitted on an OBC21 form, and to record any additional information in connection with a change submitted via e-mail
- To implement changes to outlet configuration via the OCMS Configuration Management System, and thereby initiate necessary software amendments for the Post Office Branch
- To order, schedule the installation by BT, test, and enable (via OCMS) any ISDN communications provision, and as well as ordering and scheduling any move of existing ISDN communications points (by BT). Fujitsu Services will use reasonable endeavours to achieve am or pm appointments by BT (where requested by Post Office), but this is subject to agreement by BT and cannot be assured.
- To schedule the attendance of Fujitsu Services engineers where appropriate, on the dates requested by Post Office. Fujitsu Services guarantee the attendance of a Fujitsu Services engineer on the scheduled date at 09:00. To reduce the need for repeat visits Fujitsu engineers will carry "boot stock" of Horizon equipment.
- To e-mail a POL Receipt spreadsheet report to Post Office Ltd POL NIST within two working days of receipt of the OBC20, and to undertake all work in strict accordance with the instructions provided by Post Office Ltd.
- To manage exceptions and escalations when necessary, using reasonable endeavours to ensure that branch "go-live" dates are met.
- To ensure that Horizon equipment provided for use in Branches has been refurbished, including a functional test, safety test and electrical test, is clean, and that processor base units have been pre-loaded with the current software baseline build
- To ensure that fit-for-purpose refurbished Horizon counter equipment is made available for collection by the Post Office nominated contractors
- To work with Post Office Ltd at all times to deliver change in an assured quality, timely and cost-effective manner

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- Where an ISDN line installation is not possible at a branch – to arrange an expedited Satellite (VSAT) survey and VSAT installation, to try and meet the original branch “go-live” date.
- To provide Post Office Ltd POL NIST with a weekly spreadsheet report on a Monday for all the works for which Fujitsu Services is responsible
- To save the Survey Completion Pack into CD format and to forward a copy to Post Office Ltd POL NIST.
- For future Software Releases and Data Centre Upgrades, Fujitsu is to be proactive in identifying and informing POL NIST, at least 10 weeks in advance where possible, of the details of the potential impacts, risks and issues, timing and duration, regarding OBC Branch Openings/Re-openings, Relocations, Counter Increases/Decreases (i.e. any OBC Branch activities involving the configuration of Horizon counters). Noted that time scales may be subject to move and 10 weeks advance notification may not always be possible due to differing circumstances which are outside of the control or influence of OBC Team.
- To be proactive in formulating and implementing contingency arrangements and workarounds, as appropriate, to minimise disruption to Post Office Ltd’s OBC Branch operation, as a result of new Software Releases and Data Centre Upgrades.

Detailed in the sub-paragraphs below are some additional points of clarification in connection with elements of the service delivered by Fujitsu Services:

6.2.1 Packaging

Where packaging is to be made available for use by Post Office or its agents, Fujitsu Services will ensure that the packaging is appropriate for the Horizon system configuration installed, or planned to be installed, at that particular Post Office Branch and provides the content with adequate protection against damage.

The packaging will vary dependant upon whether the Branch uses a fixed or mobile configuration, the type of monitor deployed at the Branch, and the type of back office printer deployed.

6.2.2 Horizon Counter Equipment

Where Horizon Counter Equipment is due to be provided by Fujitsu Services for implementation at a Branch, Fujitsu Services will ensure that equipment is supplied commensurate with the Branch software configuration.

- For the avoidance of doubt, a complete set of Horizon Counter Equipment comprises:
 - o A base unit (single position gateway, multi-position gateway, or multi-position slave)
 - o A keyboard
 - o A monitor (CRT or flat screen)
 - o A counter printer (Ithaca)
 - o A Barcode scanner

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- o A PIN Pad
- o Each Branch will also be supplied with an A4 reports printer (also known as the “back office” printer).
- o All associated cabling and power supply units for the peripheral items listed above.
- The following items and elements do not form part of the Horizon Counter Equipment:
 - o The Paypole (used to support the PINPad)
 - o The electrical installation and sockets
 - o The LAN installation, cabling and data sockets, including any hub required and the Gateway PC to ISDN/VSAT cable
 - o The Branch counter itself.

6.2.3 Horizon Luggable Equipment

Where Horizon Counter Equipment is due to be provided by Fujitsu Services for implementation at a Mobile Branch, Fujitsu Services will ensure that equipment is supplied commensurate with the Branch software configuration.

Horizon Equipment Supplied at ‘Storage’ Site	
DESCRIPTION	PART NO/REF ID
1 x Mobile Unit	PATMOBPC – ISDN PATMOBPC - VSAT
1 x Mobile Data Cable	PATPINBLUEDATA
1 x PINPAD (incl. Privacy shield)	PATPINPAD (PATPINPRIVSHLD)
1 x PINPAD Data Cable	PATPINREDDATA
1 x PPMB	PATPINMOBPSU
1 x A4 OKI Printer	PATOKI8P-PTR
1 x Power Lead for A4 OKI Printer	N/A
1 x Carry Case for Luggable	N/A
1 x Toner Cartridge	N/A Supplied by Triage at install
1 x Data Lead for Oki Printer	N/A
1 x Drum Kit	N/A Supplied by Triage at install
1 x Pack A4 Paper	N/A Supplied by Triage at install
1 x Ithica Printer	PATITH94PTR

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1 x Power Lead for Ithica Printer	PP501009 ISS 4
1 x Ithica Pack contains:- 1 x new ribbon 3 x tally rolls 1 x data cable 1 x “filter” lead	
1 x Bar Code Reader	PATWAL3400BCR
1 x BCR Data Lead	PATMOBWALCABLE
1 x Robust Connector lead (female fitting)	Romec supply
1 x Robust Connector lead (male fitting)	Romec supply
1 x ISDN/PSTN backboard	Romec supply
1 x ISDN lockable security box (optional)	Romec supply

Horizon Equipment Supplied at ‘Service’ Site	
DESCRIPTION	PART NO/REF ID
1 x Bar Code Reader	PATWAL3400BCR
1 x BCR Data Lead	PATMOBWALCABLE
1 x PPMB	PATPINMOBPSU
1 x Ithica Printer	PATITH94PTR
1 x Power Lead for Ithica Printer	PP501009 ISS 4
1 X Ithica Pack – pack contains:- <ul style="list-style-type: none"> • 1 x new ribbon • 3 x tally rolls • 1 x data cable • 1 x “filter” lead 	N/A
1 x Robust connector lead (female fitting)	Romec supply
1 x ISDN / PSTN backboard	Romec supply
1 x ISDN lockable security box (optional)	Romec supply
N.B. If fixed kit, additional items include:	
1 x CTX Flat Screen	PATCTXFLAT
1 x Touch Screen Lead	N/A
1 x CTX Mains Cable	PATCTX-MAINS-CABLE

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1 x CTX Base Stand	N/A
1 x CTX Mains Adaptor	PATCTX-MAINS-ADAPTOR
1 x RS232 Cable	PATCTX-RS232-CABLE
1 x Keyboard	PATDEVLKBD

6.2.3.1 Horizon Counter Equipment Commissioning and Configuration

Horizon Counter Equipment will be supplied in a clean, reconditioned and serviceable condition, and all base units will be pre-loaded with the current software build, but with all data from previous usage removed. The equipment will be transported to the Branch by Post Office's nominated contractor, who will unpack the equipment, assemble it, and lay it out on the Post Office Branch counter in accordance with the survey plan. Having laid it out, the Post Office engineer will power up the equipment, and complete a Europa test of the hardware; the engineer will leave the printout of the Europa test results for the attention of the Fujitsu Services engineer. The Post Office engineer will connect the Horizon equipment to the Branch LAN, but will not attempt to commence the software configuration download; as such, the Post Office engineer will leave the counter equipment at the point where the system requests the entry of a barcode reference.

The Fujitsu Services engineer will attend site subsequently, and complete the Equipment commissioning, through the following activities:

- Ensure that the Europa test has been completed fully, and if not, complete it. Any equipment that was found to be faulty when the Europa test was originally completed will have been flagged back to Fujitsu Services by Romec, and the Fujitsu Services engineer will take a replacement component with him and install it.

Note: A Europa hardware test can only be undertaken the first time that Horizon equipment is used at a branch - i.e. it will only apply to equipment used to support a new Branch Opening, or additional counter installations at an existing branch. Hence it is only in these circumstances that the Post Office engineer can perform the test, and that the Fujitsu Services engineer can validate that the test has been successfully completed.

- Ensure that the Horizon kit is correctly connected to the LAN
- Ensure that the Horizon kit is still laid out in accordance with the agreed plan determined at the site Survey and Preparation, and correct it if not.
- Initiate the software configuration of the new counter position by entering the requested system barcode reference.
- Download the Branch software configuration (see paragraph 6.2.2.1.1)
- Finally, the engineer will initialise the PIN Pad - a process which is not undertaken as part of the Europa test.

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6.2.3.1.1 Horizon Counter Equipment software configuration download and set-up.

The time taken for the download of the Branch configuration will vary significantly, and will be affected by whether the equipment is being installed as part of a Branch opening, re-opening, or counter number increase. The following times are indicative only:

- Configuration of a gateway unit – Minimum 5 hours (inclusive of pin pad configuration)
- Configuration/exchange of slave units – Minimum of 4 hours each (inclusive of pin pad configuration)
- Synchronisation of a gateway and slave unit – Up to 30 minutes
- Exchange of gateway units – Approximately 30 minutes

Fujitsu Services are aware of the importance that POL attaches to having Horizon counters fully operational in a shorter timescale. Fujitsu have recently reduced PIN Pad commissioning times from 45 minutes per unit to 15 minutes and are currently examining the feasibility of compressing the “Message Store”, to reduce Horizon kit configuration times and to address “slow builds”.

DN: Fujitsu are now switching on counters into “Riposte” during “Relocations” before the gateway is configured. This has the potential to reduce configuration of the site to within 90 minutes.

7.0 Commercial Aspects

7.1 Service Prices

The service prices detailed in this document will be subject to annual amendment, and will increase in accordance with the terms of Paragraph 10 to Schedule 10 of the Fujitsu Services/Post Office Agreement.

Where, exceptionally, Network Provision supply costs increase beyond the rate of inflation, Fujitsu Services reserves the option to seek to renegotiate these charges with Post Office.

The service prices detailed in this document are exempt from the standard VAT rate of 17.5%. Once the invoice has been submitted to Fujitsu’s Central Financial Services Team VAT is then added.

Where Fujitsu Services engineer activity is requested to occur outside of their standard service hours, detailed in paragraph 9.2.3, or is required to complete work outside the standard service hours due to circumstances that are the responsibility of the Post Office or its agents or subcontractors (other than Fujitsu Services), then an “out of hours” or “bank holiday” charge will become payable, as appropriate.

Where Fujitsu Services engineer activity is requested to occur partly within, and partly outside the standard service hours, or is required to complete partly within and partly outside the standard service hours due to circumstances that are the responsibility of the Post Office or its agents or subcontractors (other than Fujitsu Services), then the charges will be calculated on a “pro rata” basis between the in hours, and out of hours prices.

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7.1.1 VSAT installation and de-installation prices

In the individual service descriptions below, options are shown for ordering work to install, relocate, or de-install VSAT satellite communications.

In each case, comment is made that the price will vary according to the exact nature of the work required and the location of the Post Office Branch. This is because there are many variable elements within a VSAT provision, and the exact requirements in each installation will depend on, for example, the construction of the building or the requirements of the local Council, as well as any excess travel costs. Hence, the prices quoted are **indicative only**, and must not be taken to reflect a price or quotation for any specific job that either has already been completed, or may be the subject of any future OBC service request. Individual quotations must be requested wherever exact pricing information is required.

7.1.1.1 VSAT installation

VSAT installation may be required to support services OBC006 (Opening), or OBC007 (Reopening), detailed in paragraph 16.0 below.

Standard installation is provided as part of an inclusive package with the first year's satellite communications rental, and hence, under OBC, no separate or additional charges are levied for a standard installation itself.

The standard installation includes the supply of the equipment and its installation within mainland UK using a standard wall mount, plus the submission where required of standard planning application. There are, however, some instances where aspects of the installation are not "standard", and incur additional charges.

The main items that fall into this category are as follows:

Additional RJ45 connectors	(approximately £50)
RJ 45 extensions	(approximately £220)
PES brackets for wall mounting	(approximately £110)
Flat roof mounting for dish	(approximately £320)
T&K Dish mounting	(approximately £350)

There are some other items that have variable prices, and these can only be quoted for on an individual basis. Examples would include dish painting (where the cost will vary dependant on whether the colour the council stipulate is a "standard" colour and on the size of the dish required), King Posts, concrete mounting bases, mounting tubes, or additional ballasting for a dish. Additionally, supplementary charges could arise from excess travel costs due to having to hire specialist vehicles to complete non-standard jobs, additional or specialist ferries, abortive visits, overnight accommodation where ferry schedules preclude completion within a day, re-submission of planning applications due to a change in plans, or compliance with special planning conditions.

7.1.1.2 VSAT relocations

VSAT relocations may be required to support services OBC009 (Complex Refurbishment), OBC010 (Simple Relocation) or OBC011 (Complex Relocation) detailed in paragraphs 18.0 through to 23.0 below.

Where existing satellite equipment (satellite dish and/or PES) is relocated, we can give no firm pricing, and any such job would be entirely on an individual quotation basis.

This is because the price is dependent upon what is being relocated, and how far.

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As a guide, a move of PES only which did not require any cabling alterations is likely to cost in the region of £200.

7.1.1.3 VSAT de-installations

VSAT de-installations may be required to support services OBC001, OBC002 or OBC003 (Closures), detailed in paragraphs 10.0 through to 12.0 below.

When a satellite office is closed, the satellite equipment (satellite dish, PES and fittings) should be de-installed.

A charge is levied because de-installation does not form part of the original installation charges, and obviously incurs cost in terms of the time and expense of travelling to site and completing the work. If this charge is not levied, then the equipment remains on site, and the airtime satellite rental continues to be charged. De-installation removes the dish, PES and fittings, but would not routinely remove non-standard installation infrastructure, such as King Posts or concrete bases; if King Posts or base removal was required then this would be the subject of an individual quotation.

The cost for standard de-installation, excluding any excess travel costs, is approximately £270.

7.1.2 Geller Till Prices

In the event of an OBC20 submission which includes the necessity for removal or relocation of a Geller Till within the Branch then this function would attract a charge to Post Office Limited of £483.31 for the first visit of the Geller engineer and £441 for each subsequent visit to that branch.

In the event of a Geller till needing removal or closure then the following process will ensue:

OBC receive an OBC20 from POL to move the till or remove the till from an office which may be closing. OBC raise the Powerhelp call with details of the dates Geller are requested to attend. HSD contact Geller arrange for Geller engineer to attend on the given date(s). HSD update the Powerhelp call to say something like "date of 29/01/06 confirmed with Geller". The call will remain on the "Geller" Powerhelp stack until the work is complete. If there are any OBC21 amendments or additional information which is received later Fujitsu Services OBC will update this in the Powerhelp call and voice this additional information to HSD on hunt group number 7281 5460 updating the Powerhelp call with the name of the person who was voiced in HSD

7.2 Charging Principles

7.2.1 Permissible Charges

Fujitsu Services shall be entitled to charge for work completed under Operational Business Change – Branch, for the following items:

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7.2.1.1 OBC Services Delivered

Each OBC Service completed shall be chargeable on the basis of the “Service Price” charges detailed below, as amended in due course by paragraph 7.1 above.

7.2.1.2 Additional Administration

Where Post Office raises an OBC21 amendment form to change instructions already issued on an OBC20 form, Fujitsu Services will be entitled to levy an additional administration charge. For the financial year commencing 1st April 2005, this charge is £ 21.90 per OBC21 form raised. If the OBC21 is being issued at the request of or due to a failure by Fujitsu Services these OBC21’s will not be chargeable to POL and will not be included within Fujitsu Error Lists and within the OBC Branch Monthly Statistics.

An OBC21 amendment form will be required in all cases where changes are required to the dates planned for delivery of any element of the OBC service which are within the control of Fujitsu Services – for example changes to the dates or times scheduled for BT, HNS, or Fujitsu Services engineer attendance.

Additionally, an OBC21 amendment form is required in all cases where the details relating to the branch need amending, including the location, manager, contact details, access instructions, nature of work required, or number of counter terminals (total or affected). An OBC21 is required in these cases, as this information must be communicated to the Fujitsu Services OBC suppliers, including Cable & Wireless and the Fujitsu Services Engineers.

Where Post Office are able to supply additional information relating to a change which does not materially change the instructions previously issued on the OBC20, then this information will be communicated to Fujitsu Services by way of an email or telephone call. An email is acceptable, for example, when advising of changes to dates scheduled for other suppliers (e.g. survey and prep dates for Romec, or scales implementation by Avery), or for amendment of details that do not affect Fujitsu Services delivery of OBC service - for example changes to scales, security, or cash and stock funding details. Email is also acceptable to advise of changes to the hours of business at the branch, provided that this change does not affect the scheduled attendance of Fujitsu engineers or suppliers. Where email is used, it should be sent to the OBC Team Group Mailbox – GRO Under these circumstances, where an OBC21 is not issued, there will be no additional administration charge.

7.2.1.3 Cancellation charges

Change orders, once sent to the OBC Branch mail box, will be accepted as firm, and internal work and sub-contractors will be instructed accordingly. Where Post Office subsequently raises an OBC21 amendment form to cancel instructions already issued on an OBC20 form, Fujitsu Services shall be entitled to levy a cancellation charge. This cancellation charge will equate to the administration charges associated with the OBC21 form (as detailed in paragraph 7.2.1.2 above), plus any other costs incurred or committed up to the point where the cancellation instructions were received.

Where Post Office subsequently raises an OBC21 amendment form at the request of Fujitsu Services, to cancel instructions already issued on an OBC20 form, Post Office shall be entitled to levy a cancellation charge. This cancellation charge will equate to

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the administration charges associated with the OBC21 form, plus any other costs incurred or committed up to the point where the cancellation instructions were received.

The Cancellation and Postponement policy can be viewed in the Branch Interface Agreement (CS/IFS/003).

7.2.1.4 Storage

Fujitsu Services shall be entitled to invoice for the storage of sets of counter equipment that have been removed from the Post Office live estate and not returned to service. This shall be assessed by deriving the number of “OBC storage” systems, using the following calculation:

38390- \langle number of live Branch counter positions \rangle - \langle number of non-live systems \rangle .
Each “OBC storage” system shall be charged at £2 per month.

The number of Branch counter positions would be assessed as half the number of positions at the start of each calendar month plus the number of positions at the end of the calendar month; the number of non-live systems would be similarly assessed, and would represent those units in use at the Counter Training Offices, and stand-alone systems at Dearne House, Doxford, Chesterfield, and the training development teams.

As an alternative to paying the storage charges on surplus OBC storage systems, Post Office may notify Fujitsu Services that it wishes to divest itself of such surplus stock. Environmentally friendly disposal of this equipment will attract a charge of £4.50 per item. Fujitsu Services may then, at its discretion, either scrap the equipment or retain it at Fujitsu Services’ cost. In the event that Post Office requests, in advance, that equipment be scrapped, then an amended Inbound Refurbishment price will no longer be applied, to recognise that equipment inspection and test was no longer required. Fujitsu Services have assessed the costs that would result from this policy, including those for Environmental Disposal of the equipment. Fujitsu Services shall not invoice Post Office Limited for the Environmental Disposal of equipment due to the accrual of such costs since contract inception.

7.2.1.5 Excess attendance or damage

The prices quoted below are based on the expectation that Fujitsu Services engineers will be able to deliver their obligations free from hindrance, and that packaging and equipment supplied to Post Office or its agents for the delivery of Branch change will be treated with care.

As such, in the event that an engineer is required to carry out additional tasks which are not part of Fujitsu Services obligations, then Fujitsu Services shall be entitled to claim a supplementary amount based on engineers’ hourly rates detailed within Section 8.5 to Schedule 10 of the Agreement. Such tasks would include, but are not limited to, laying out of Horizon equipment, re-laying out of Horizon equipment to comply with survey drawings, or correcting cabling errors.

Equally, where damage other than normal wear and tear is occasioned to packaging or Horizon equipment whilst at Post Office’s risk, Fujitsu Services shall be entitled to claim a supplementary amount as recompense. For the purposes of this paragraph, equipment will be considered to be at Post Office’s risk when:

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- in transit - where such transit has been arranged by Post Office or its nominated agents or sub-contractors
- in storage - at a Branch prior to laying-out, or when stored during refurbishments
- prior to commissioning – at a Branch, subsequent to laying-out but prior to commissioning.
- Post Office Limited will not be responsible for any Horizon kit that is damaged whilst in the care of Triage.
- Post Office Ltd will not be responsible for any Horizon kit that is found to be ‘dead on arrival’, damaged or not ‘fit for purpose’ through no fault of its own, or its sub-contractors.

The amount claimed shall be equivalent to the reduction in anticipated life in any packaging equipment (based on a charge of £15.48 per usage of a set of packaging material, and an expected life of five trips), or the costs of additional equipment refurbishment required where the Horizon counter equipment has sustained damage.

Charges for reduction in anticipated life of packaging material will be levied only where there is evidence of mis-use, loss or damage in excess of normal wear-and-tear. The life expectancy of a set of packaging material (i.e. five trips) has previously been established as representing the point at which the packaging will have deteriorated through normal wear and tear to the degree that it is no longer fit for purpose. Where a charge for mis-use, loss or damage is levied, due assessment will be made of the overall condition of the packaging before it was lost or damaged, and the charge adjusted accordingly.

In all cases covered by paragraph 7.2.1.5, supporting information will be provided to Post Office, to assist them in recovering such costs.

7.2.2 Service Delivery Failures

Post Office may request, and Fujitsu Services may meet, reimbursement of reasonable additional costs (typically staff, travel, and subsistence costs) on a case by case basis, in circumstances where severe operational disruption has been caused solely by a Fujitsu Services service delivery failure. Such claims are to be submitted to the Fujitsu Services Service Delivery Manager for individual consideration.

7.2.3 OBC Prepayment

The charges payable by Post Office to Fujitsu Services in connection with paragraph 2.2 to Schedule 10 of the Agreement include an element of pre-payment towards the variable volume element of Branch change. This amount has been agreed as follows:

Financial Year 2003/2004	£600,000
Financial Year 2004/2005	£616,800
Financial Year 2005/2006	£621,000
Financial Year 2006/2007	£450,000
Financial Year 2007/2008	£450,000

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Financial Year 2008/2009	£440,000
Financial Year 2009/2010	£430,000

7.2.4 Invoicing

Fujitsu Services will assess the charges due to Post Office for Operational Business Change – Branch each month, in accordance with the terms outlined in paragraph 7.2.1 above.

A summary will be issued to the Post Office POL NIST Central team each month to facilitate checking. Full supporting information will be supplied in spreadsheet form, showing at least the Change Control Number, FAD code, change type completed, the date that the change was completed, the number of counters affected, details of any additional charges, and the total cost of each individual change.

At the end of June, September, December and March, the summaries for the preceding three months will be amalgamated, and a total invoice value derived. A credit will then be applied to this invoice value, equivalent to 25% of the prepayment amounts applicable to that Financial Year detailed above in paragraph 7.2.3.

Fujitsu Services will issue a quarterly invoice to Post Office that will be nett of the ‘credits’ listed above. If the value of the credit exceeds the total invoice value for that period, then no invoice will be issued; the balance of the credit will be “lost”, and not carried over into any subsequent charging period.

In order not to unnecessarily delay payment of invoices, Post Office will settle the due amount less any disputed entries or amounts.

Fujitsu Services will respond to POL queries on OBC Branch invoices within one week and Fujitsu will use reasonable endeavours to resolve issues on invoices with POL within two weeks.

8.0 Service Metrics

8.1 Service Volumes

During the period April 2004 to March 2005, Fujitsu Services delivered a total of 3188 OBC Branch physical changes - an average of 266 changes per month, this figure includes Network Reinvention programme changes. In the interests of delivering branch change as cost effectively to Post Office as possible, the Fujitsu Services OBC team has been sized to deliver this volume of change on a regular basis. It is in the interests of both parties to predict changes to this demand rate and to work together to smooth out peaks and troughs in demand, in order to ensure that sufficient resource is available to meet increases in the demand for OBC service delivery, or that resource is not being retained needlessly.

Furthermore, the Fujitsu Services OBC controller role is a specialised task within Fujitsu Services, and makes use of a range of bespoke tools and systems that are not deployed elsewhere within the company; as such, additional staff need extensive training before becoming fully operational. Hence, both parties will work together to anticipate changes to the demand rate of OBC services.

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As part of a monthly report on the OBC service delivery, Fujitsu Services will include details of service volumes to enable the demand rate to be monitored.

Reference Data changes required to accommodate OBC Branch change are managed separately within Fujitsu Services, and are outside the scope of this document. This paragraph relates to physical branch changes in particular.

For the avoidance of doubt, the intent of this paragraph is not that increases in OBC volume will generate a variance in the terms of the agreement between the parties. It is simply intended as a measure of service volumes and to provide Fujitsu Services with sufficient notice of intended changes to those volumes to enable appropriate resources to be deployed in support of OBC Branch. It is in the interests of both parties that this should be the case, to ensure that Fujitsu Services are in a position to support Post Office's Branch change strategies.

Additionally, the maximum number of "unplanned" changes (i.e. "emergency" Post Office closures) that can be supported is 2800 per annum.

8.1.1 Specific Programmes

Where Post Office wish to implement a specific programme which will result in this demand rate altering, this will be discussed in advance at the regular OBC BORF meeting, and minuted accordingly. Where such a programme is anticipated to alter the demand rate by greater than 20% (i.e. increasing to a regular demand in excess of 250 changes per month, or reducing to less than 200 changes per month), Post Office Ltd will use reasonable endeavours to give Fujitsu Services three months notice in writing of the implementation of such a change and its expected duration. This is to enable Fujitsu Services to review and adjust as appropriate the resources required to accommodate this change.

8.1.2 Non-Specific Changes (Business as Usual)

Where the standard demand rate varies by 20% without the implementation of a specific programme (i.e. through a non-specific change in demand), both parties will work together to review the trend and assess future demand. The parties will work together to agree a plan to smooth any fluctuations in demand rate, such agreement not to be unreasonably withheld.

The ongoing business-as-usual demand rate will be detailed within the Fujitsu Services monthly service report, and reviewed at the regular OBC BORF meetings.

9.0 Service Availability and Support

9.1 Service Support

The Fujitsu Services OBC team will act as a single point of contact for Post Office for the scheduling and delivery of Branch change.

Any contact with the Fujitsu Services engineer team, 2nd or 3rd line technical support, British Telecom, or any other Fujitsu Services supplier or contractor may only be made through the OBC Team.

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Authorised Post Office auditors and sub-contractors may contact the Fujitsu Services System Management Centre for the sole purpose of validating the synchronisation of system message stores or End of Day markers, as part of a scheduled Branch change.

Escalation is available when necessary, using the matrix detailed in the Document reference [2].

9.2 Hours of Service

The Fujitsu Services OBC service is designed to operate primarily during the hours covered by the OBC team as detailed in section 9.2.1. However, it is recognised that the Fujitsu Engineers and BT engineer's standard hours of cover extend outside of the hours detailed in section 9.2.1. For urgent escalations outside of those hours, mobile phone contact numbers have been provided to both Engineering and Cable & Wireless management to enable them to contact members of the Fujitsu Services Management team.

Contact from Romec or Auditors will be to the Systems Management Centre, who are operational throughout the hours stated in paragraph 9.2.2.

Escalation is available using the matrix in Document Reference [2], which includes reference to the Fujitsu Services Duty Manager, who is available on call at all times. Escalations can also be taken on the Team OBC mobile: or should this number go unanswered contact the OBC Service Delivery Manager on:

9.2.1 Fujitsu Services Operational Business Change team

The Fujitsu Services Operational Business Change team provide service during the hours of 09:00 to 17:30 Monday to Thursday, and 09:00 to 17:00 on Fridays.

No service is provided on bank or public holidays, as applicable on a regional basis within the United Kingdom.

Should a service-affecting emergency arise outside of those times, Post Office management should escalate it to the Post Office Account Duty Manager (whose contact number is shown in the OBC Branch Operational Level Agreement (Document Ref: 2)), via the pager system operated between the two parties.

9.2.2 Fujitsu Services System Management Centre (SMC)

The Fujitsu Services System Management Centre provides service 24 hours a day, seven days a week, excluding Christmas day.

Direct contact with the SMC is limited to validation of message store synchronisation and checking of receipt of End of Day markers.

9.2.3 Fujitsu Services Engineer team

The Fujitsu Services Engineer team provide service during the hours of 08:00 to 18:30 Monday to Friday, excluding all bank holidays, as applicable on a regional basis within the United Kingdom.

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Engineer support for OBC Branch Changes may be provided outside of these hours, by prior arrangement. When service is provided outside these hours, the “out of hours” or “public holiday” rates detailed below in the Service Prices will be chargeable.

Fujitsu Services Engineering team provides Branch equipment maintenance support as well as OBC Branch change support.

9.2.4 British Telecom

British Telecom engineers attend site on behalf of Fujitsu Services for the purpose of installation or relocation of Branch data communications lines.

British Telecom will indicate an appointment to be “am”, “pm” or “all day”. In this context, “am” represents any time between 08:00 and 13:00, and “pm” represents any time between 13:00 and 17:00.

9.2.4.1 The ISDN Reduced Risk Installation Service

Under the current working practices for the provision of an ISDN “New Provide” for Post Office Ltd., Fujitsu ask Cable & Wireless to arrange for BT to install the new ISDN2 line around 8 working days prior to the date that the Post Office is required to be open for business. For those installations where the BT engineer encounters a line plant problem (a problem with part of the BT infrastructure that prevents the installation from being completed successfully during that visit), experience to date has shown that there is insufficient time within the current process to rectify most types of line plant problem and still allow the Post Office to open on schedule. In addition, once a line plant problem has been identified, it has proven to be difficult to get BT to provide clear, accurate and frequent updates on how the remedial work is progressing so that Cable & Wireless is able to set Fujitsu’s expectations for when the ISDN installation will be completed.

Cable & Wireless has agreed a new “managed installation” process with BT that can be selected for those ISDN orders designated by Post Office Ltd. as having high priority. All such orders will be overseen by an appointed BT co-ordinator who will closely manage the order throughout its life. This will significantly improve the quality and timeliness of progress updates provided by BT for these orders and will help to expedite those orders that encounter line plant issues.

To ensure that this process is as effective as possible, and to allow sufficient time to resolve the majority of line plant problems that typically delay installations, the BT visit will need to take place earlier in the OBC process. This will need to be supported by Fujitsu placing orders for managed installations earlier than the current process requires. An analysis of line plant problems identified during the period January 2003 to December 2003 indicates that the BT engineer would need to visit the Post Office premises at least 4 working weeks (i.e. 20 working days) earlier than normal.

On arrival at the Post Office premises, it is anticipated that the BT engineer will encounter one of the following scenarios:

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- The BT engineer identifies a line plant problem that prevents installation from taking place. In this event, the engineer will inform the BT co-ordinator who will inform Cable & Wireless straight away. The BT co-ordinator will then actively manage the work order until the line plant problem has been resolved, keeping Cable & Wireless regularly up to date with accurate progress information and reliable forecast of expected completion. The co-ordinator will also agree with Cable & Wireless a convenient date for the engineer to return to complete the installation in the knowledge that the line plant problem will have been rectified prior to that visit.
- The BT engineer visit does not identify any line plant issues but is unable to install the NTE, either because he is unable to gain access to the premises or because the physical state of the building prevents him from doing so (for example, where extensive building work is underway and it is not feasible or practical to install an NTE close enough to its intended position). In this event, the engineer will test and prove the pairs up to the premises. The BT co-ordinator will then agree with Cable & Wireless a convenient date for the engineer to return to complete the internal work prior to the Horizon rollout date.
- The BT engineer is able to successfully complete the installation during that visit. In the event that internal Post Office infrastructure has not been completed and there is no sticker marking where the NTE is to be placed, the engineer will have been instructed to install the NTE within 2m of the intended counter position to ensure that Horizon rollout can still take place on schedule. Once the Post Office has opened, if Fujitsu decides that the NTE is not in the ideal position, a separate internal shift can be arranged at a convenient date using the usual order process and at the normal shift charge.

The cost to Post Office Limited for each managed installation will be £150.00 (exclusive of VAT). This charge will be in addition to the standard ISDN2 installation fee. This cost will be refunded to Post Office Limited if the ISDN installation is not completed within the agreed ISDN Reduced Risk Installation Service lead-time.

The benefits of this approach are:

- Active management of jobs by an appointed BT co-ordinator who will provide Cable & Wireless with frequent and accurate progress updates, whilst applying internal pressure within BT to ensure that line plant problems will be resolved as quickly as possible. The improved quality and timeliness of information will enable Fujitsu to better set Post Office Limited's expectations for when these key sites will be ready for opening.
- Where the BT engineer is unable to install the NTE on the initial visit (scenario 2 above), he will effectively conduct a partial installation, "reserving" the capacity at both the exchange and the local distribution point and thereby preventing the possibility that there will be no spare line capacity when he visits the site at a later date to install the NTE.

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- Scheduling the BT installation visit earlier in the Fujitsu OBC process will allow sufficient time to identify and rectify most line plant problems without having to change the original target opening date for the new Post Office.
- Fujitsu can assess the sensitivity of each new Post Office and select which ones to put through the managed order process. All other orders will continue to go through the existing process.

Points to consider are:

- Some line plant problems take significantly longer to resolve than others. For example, installation of new cables and ducting to the Post Office could require road works to be set up which are dependent on receiving approval from the local council. It is impossible even for BT to assess how long this approval process might take. Therefore Cable & Wireless' proposal to arrange for BT to install at least four weeks (20 working days) earlier than normal is based on the principle of trying to recover the majority of line plant problems, rather than the worst possible cases.
- Some Post Office sites may be assessed by BT as out-of-limits for an ISDN2 service - the managed installation service cannot prevent this. However, as a result of placing the order with BT earlier than normal, Cable & Wireless and Fujitsu will find out this information much earlier in the process. In some situations this may allow adequate time to install a VSAT solution and still hit the target opening date for the Post Office.
- The ISDN line rental charges will commence when BT successfully complete the line installation. In the event that the BT engineer visits the site four weeks earlier than normal and is able to complete the installation immediately, the line rental will commence from that date.
- The first 12 ISDN Reduced Risk Installations per calendar year are free of charge to Post Office Ltd.
- **N.B.** Fujitsu have allocated POL 18 free installs for 2005 (12 for 2005 and 6 outstanding from 2004).

9.3 Health and Safety

When delivering change, Fujitsu Services engineers will at all times carry out work in compliance with current Health and Safety legislation.

Both Post Office and Fujitsu Services acknowledge their responsibilities to comply with current Health and Safety legislation, as detailed within Document Reference [2].

Fujitsu Services engineers will advise the Post Office Branch Manager, or other on-site representative, of any risks associated with work that they will be performing. Equally, Post Office will ensure that a site representative will inform any Fujitsu Services engineers of any risks present in the workplace.

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Post Office must warrant that the electrical installation intended for use with the Horizon equipment, has been completed to the current IEE standards then in force.

10.0 Service OBC001 – Planned Closure

Sub-Categories: Standard

VSAT

Service site only

10.1 Application

Post Office will require service OBC001 when a Post Office Branch ceases to trade and where removal of the Horizon equipment is required. Where the Branch currently uses VSAT communications, the VSAT sub-category is required. An OBC20 needs to be submitted 10 working days before branch strip out.

10.2 Service Description – Service OBC001 (Standard)

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the Romec call stack, to enable capture of the asset data
- Update Branch Management Data, including the Branch configuration, to reflect closure
- Accept and implement reference data changes supplied by Post Office
- Support the synchronisation of data, through the acceptance of calls from the Post Office auditor and Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- Arrange for the cessation of the ISDN line
- On receipt of the Horizon equipment at the appointed equipment refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

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10.3 Service Description – Service OBC001 (VSAT)

Fujitsu Services will deliver the service aspects as detailed in Service OBC001 (Standard), with the following variations:

- Fujitsu Services will arrange for the cessation of the VSAT service (in lieu of cessation of the ISDN line), and the removal of the satellite dish, PES and associated fittings.

10.4 Service Description – Service OBC001 (Service site only)

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the Romec call stack, to enable capture of the asset data
- Arrange for the cessation of the ISDN line
- On receipt of the Horizon equipment at the appointed equipment refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

10.5 Service Availability

Service OBC001 (Standard, VSAT or Service site only) does not normally require on-site attendance by a Fujitsu Services engineer. The OBC Team does not provide support “out of hours”. The Fujitsu Services elements of this change type are therefore only available during normal working hours.

10.6 Service Price

For the 2005-2006 financial year, the price for service OBC001 (Standard) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£360.33	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60	N/a	N/a

For the 2005-2006 financial year, the price for service OBC001 (VSAT) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£360.33*	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60*	N/a	N/a

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* The removal of the satellite dish, PES and associated fittings will be a supplementary charge to these prices. The supplementary charge will be subject to individual quotation, and will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.3 above.

For the 2005-2006 financial year, the price for service OBC001 (Service site only) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£141.38	N/a	N/a

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11.0 Service OBC002 – Planned Short Notice Closure

Sub-Categories: Standard

VSAT

Service Site only

11.1 Application

Post Office Limited will require service OBC002 when a Post Office Branch ceases to trade and where removal of the Horizon equipment is required. Where the Branch currently uses VSAT communications, the VSAT sub-category is required. An OBC20 needs to be submitted between day -7 and day -1 where strip out is due on day +2.

11.2 Service Description – Service OBC002 (Standard)

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the Romec call stack, to enable capture of the asset data
- Update Branch Management Data, including the Branch configuration, to reflect closure
- Accept and implement reference data changes supplied by Post Office
- Support the synchronisation of data, through the acceptance of calls from the Post Office auditor and Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- Arrange for the cessation of the ISDN line
- On receipt of the Horizon equipment at the appointed equipment Refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

11.3 Service Description – Service OBC002 (VSAT)

Fujitsu Services will deliver the service aspects as detailed in Service OBC001 (Standard), with the following variations:

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- Fujitsu Services will arrange for the cessation of the VSAT service (in lieu of cessation of the ISDN line), and the removal of the satellite dish, PES and associated fittings.

11.4 Service Description – Service OBC002 (Service Site only)

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the Romec call stack, to enable capture of the asset data
- Arrange for the cessation of the ISDN line
- On receipt of the Horizon equipment at the appointed equipment Refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

11.5 Service Availability

Service OBC002 (Standard or VSAT) does not normally require on-site attendance by a Fujitsu Services engineer. The OBC Team does not provide support “out of hours”. The Fujitsu Services elements of this change type are therefore only available during normal working hours.

11.6 Service Price

For the 2005-2006 financial year, the price for service OBC002 (Standard) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£360.33	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60	N/a	N/a

For the 2005-2006 financial year, the price for service OBC002 (VSAT) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£360.33*	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60*	N/a	N/a

* The removal of the satellite dish, PES and associated fittings will be a supplementary charge to these prices. The supplementary charge will be subject to individual quotation, and will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.3 above.

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For the 2005-2006 financial year, the price for service OBC002 (Service site only) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£141.38	N/a	N/a

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12.0 Service OBC003 – Unplanned Urgent Closure

Sub-Categories: Standard

VSAT

Service Site only

12.1 Application

There will be occasions where Post Office Limited has to react to the completely unexpected without even being able to give sub-contractors the notice specified in the Planned Short Notice Closure process (less than 10 but more than 3 working days between placement of the OBC20 and day of “strip out”). In such circumstances, the Unplanned Urgent Closure process is to be used because there are 3 or fewer working days left to the day that “strip out” is required to take place.

Post Office will require service OBC003 when a Post Office Branch ceases to trade and where removal of the Horizon equipment is required. Where the Branch currently uses VSAT communications, the VSAT sub-category is required.

12.2 Service Description – Service OBC003 (Standard)

Fujitsu Services will:

- Make suitable packaging (where possible) for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the UKSS1 call stack (or Romec if required), to enable capture of the asset data
- Update Branch Management Data, including the Branch configuration, to reflect closure
- Accept and implement reference data changes supplied by Post Office
- Support the synchronisation of data, through the acceptance of calls from the Post Office auditor and Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer (if required) to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- Arrange for the cessation of the ISDN line
- On receipt of the Horizon equipment at the appointed equipment Refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

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12.3 Service Description – Service OBC003 (VSAT)

Fujitsu Services will deliver the service aspects as detailed in Service OBC003 (Standard), with the following variations:

- Fujitsu Services will arrange for the cessation of the VSAT service (in lieu of cessation of the ISDN line), and the removal of the satellite dish, PES and associated fittings.

12.4 Service Description – Service OBC003 (Service Site only)

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the UKSS1 call stack (or Romec if required), to enable capture of the asset data
- Arrange for the cessation of the ISDN line
- On receipt of the Horizon equipment at the appointed equipment Refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

12.5 Service Availability

Service OBC003 (Standard or VSAT) will require on-site attendance by a Fujitsu Services engineer. The OBC Team does not provide support “out of hours”. The Fujitsu Services elements of this change type are therefore only available during normal working hours.

12.6 Service Price

For the 2005-2006 financial year, the price for service OBC003 (Standard) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£530.52	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60	N/a	N/a

For the 2005-2006 financial year, the price for service OBC003 (VSAT) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£530.52*	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60*	N/a	N/a

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* The removal of the satellite dish, PES and associated fittings will be a supplementary charge to these prices. The supplementary charge will be subject to individual quotation, and will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.3 above.

For the 2005-2006 financial year, the price for service OBC003 (Service Site only) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£311.58	N/a	N/a

12.7 Force Majeure Process

This section explains the Fujitsu Horizon Kit De-Installation and Re-Installation process for “Force Majeure” related incidents. All De-Installations and Re-Installations within 28 days of the Force Majeure incident will be provided free of charge to Post Office Ltd. However, if 28 days have elapsed since the Force Majeure incident then Fujitsu will only provide the replacement Horizon equipment and the closure of the Post Office for free. Post Office Ltd will be responsible for covering the cost of the Reopening of the Post Office.

As a Process “safeguard” Fujitsu (POA MSU) will liaise with Service Continuity Problem Manager within PO Ltd.

- When Horizon kit has been removed from a branch; and
- About any branches (on an ongoing basis) that have not polled for > 10 working days.

Force Majeure incidents may be classified as any one of the following:

Acts of God; Fire; Flood; Riots; Acts of War and Terrorism; Sudden and unforeseen Building Damage which could be caused by Vehicle Impact, a Falling Tree, Gas Explosion; Robberies; Burglaries; Ram Raid; Financial Irregularities; Serious/Prolonged Power Failures; Bereavements; Sudden Serious Illness; Enforced Police Closure.

The following is the process for Force Majeure incidents:

1. The Post Office Branch Manager or relevant Post Office Manager informs NBSC Tier 1. Call is logged on REMEDY and the incident is allocated to their Admin Team, who notifies the relevant Post Office Manager as appropriate.
2. The NBSC Admin Team liaises with the HSD.

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3. It is Fujitsu's responsibility to retrieve the Horizon kit (and to safeguard the data) free-of-charge to Post Office Ltd. No OBC20 is raised, but POL NIST is informed. The relevant Post Office Manager must ensure that the Fujitsu engineer is given access to the site and is able to remove the Horizon kit, unless there are Health & Safety reasons for restricting access to site.
4. The Horizon kit recovered by Fujitsu Services will be re-installed by Fujitsu free-of-charge.
5. If the Horizon kit is not "rolled over" within 38 calendar days it begins to "die" and so by the 42nd day of non-use the Horizon kit is "dead." Under these circumstances, Fujitsu will provide replacement Horizon equipment and the Closure of the Post Office free of charge. However, the Reopening of the Post Office will be chargeable. If the Retail Line wanted to quickly Re-open the branch after the 42nd day this would not be possible, as the Fujitsu software configuration tool, OCMS, would have automatically "closed down" the branch. A Re-opening could take one month to implement if the existing FAD Code is retained, or 14 working days for a new Opening if a new FAD Code is used.
6. If the branch is likely to be closed for over 10 working days the NBSC Admin Team will request POL NIST to raise an OBC 22 Reference Data form for a Temporary Closure (up to 12 months), which POL NIST will forward to the Reference Data Ops Team, to input this data into the RDS.
7. No change has been made to the formal position where any branch that is inactive for a period of 21 days or more may be required to re-roll
8. It is the Fujitsu engineer's responsibility to check that the Horizon kit is working properly if left on site, or when it is re-installed. It is the relevant Post Office Manager's responsibility to carry out a "damage check" at the branch and to let NBSC know as quickly as possible of damage to Power/LAN cables, Alarm 2000 etc.
9. The NBSC Admin Team or the relevant Post Office Manager will give POL NIST sufficient advance notification (> 1 month) of branches that need Re-opening and whose Horizon kit has not been "rolled-over" and has died.
10. When the branch has been made safe and well before it is ready to Re-open, POL NIST will require a PAF from the relevant Post Office Manger and a subsequent OBC 20 will need to be completed for "physical changes" such as the re-installation of LAN/Power cables etc as appropriate.

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13.0 Service OBC004 – Counter Decrease

Sub-Category: Standard only

13.1 Application

Post Office will require this service when a Post Office Branch decreases the number of Horizon Counters at that Branch, and removal of the surplus Horizon equipment is required.

Note: In the event of a decrease in counter positions from 2 counter positions to 1 counter position, service OBC004 (2>1) will apply (see paragraph 14.0 below). In the event that the decrease in counters forms part of a Branch refurbishment or relocation, services OBC009 or OBC011 will apply.

13.2 Service Description – Service OBC004 (Standard)

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the Romec call stack, to enable capture of the asset data
- Update Branch Management Data, including the Branch configuration, to reflect the reduction in the number of Horizon counter terminals
- Support the synchronisation of data, through the acceptance of calls from the Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- On receipt of the Horizon equipment at the appointed equipment refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

13.3 Service Availability

Service OBC004 does not normally require on-site attendance by a Fujitsu Services engineer. The OBC Team does not provide support “out of hours”. The Fujitsu Services elements of this change type are therefore only available during normal working hours.

13.4 Service Price

For the 2005-2006 financial year, the price for service OBC004 (Standard) is as follows:

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	In Hours	Out of Hours	Public Holiday
1 st Counter	£335.37	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60	N/a	N/a

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14.0 Service OBC004 – Counter Decrease

Sub-Category: 2>1 only

14.1 Application

Post Office will require this service when a Post Office Branch decreases the number of Horizon Counters at that Branch from 2 counters to 1 counter position, and removal of the surplus Horizon equipment is required.

Note: For all other numbers of counter decreases, service OBC004 (Standard) will apply – see paragraph 13.0 above.

14.2 Service Description – Service OBC004 (2>1)

Fujitsu Services will:

- Select suitable packaging for the return of the surplus Horizon equipment, and transport the packaging to the Post Office Branch
- Open a Powerhelp call and route the call to the Fujitsu Services engineers call stack, to enable scheduling of Branch attendance
- Update Branch Management Data, including the Branch configuration, to reflect the reduction in the number of Horizon counter terminals
- Supply a refurbished, single position gateway base unit, and distribute it to site
- Attend site; decommission one set of counter equipment, package up & return for refurbishment. Replace Gateway Base Unit at remaining counter position with dual-disc single counter Base Unit and complete the configuration for the Branch.
- Resolve any issues with the counter configuration or synchronisation that occur, through reference to Fujitsu Services 2nd or 3rd line technical support teams
- Return the surplus counter equipment (slave base unit, slave peripherals and multi-counter gateway base unit) to the appointed equipment refurbishers
- Account for the asset management.
- On receipt of the Horizon equipment at the appointed equipment refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.

14.3 Service Availability

Service OBC004 (2>1) requires on-site attendance by a Fujitsu Services engineer; this attendance may be provided during normal working hours or out of hours. The OBC Team does not provide support “out of hours”.

14.4 Service Price

For the 2005-2006 financial year, the price for service OBC004 (2>1) is as follows:

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	In Hours	Out of Hours	Public Holiday
1 st Counter	£551.08	£779.68	£818.45

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15.0 Service OBC005 – Counter Increase

Sub-Categories: Standard

1>2

15.1 Application

Post Office will require this service where a Branch requires the number of Horizon positions within the Branch to increase. In the event that the Increase in Terminals forms part of a Branch Refurbishment then service OBC009 will apply. In the event that the Increase in Terminals forms part of a Branch Complex Relocation, then service OBC011 will apply.

If the counter increase represents an increase from a single counter position to a two counter branch, then Sub-Category 1>2 will apply.

15.2 Service Description – Service OBC005 (Standard)

Fujitsu Services will:

- Supply refurbished counter equipment appropriate to the Branch configuration, and make it available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to Romec. When Romec have completed their work and returned the Powerhelp call to Fujitsu Services, the OBC team will route the call to the Fujitsu Services engineers call stack.
- Update Branch Management Data, including the Branch configuration, to reflect the change in the number of counter positions
- Distribute software to new counter
- Distribute authorised reference data to new counter position following receipt from Post Office
- Attend site following the “laying out” of the equipment by Romec; validate the completion of Europa tests on each new counter position; replace any defective Horizon equipment; configure the counter equipment; connect to the Branch communications infrastructure (LAN); establish connectivity to the Horizon central systems; complete software download; test and accept into service infrastructure.
- Resolve any issues with the counter configuration or synchronisation that occur, through reference to Fujitsu Services 2nd or 3rd line technical support teams
- Account for the Asset Management
- Accept the return of the Horizon packaging material

15.3 Service Description – Service OBC005 (1>2)

Fujitsu Services will deliver the service aspects as detailed in Service OBC005 (Standard), with the following variations:

- During the planned site attendance to configure the additional counter equipment, Fujitsu Services will additionally exchange the single-position gateway base unit for a

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multi-position gateway base unit, and arrange for the return of the single position gateway to the equipment refurbishers.

15.4 Service Availability

Service OBC005 (Standard or 1>2) requires on-site attendance by a Fujitsu Services engineer to commission the Horizon equipment; this attendance may be provided during normal working hours or out of hours. The OBC Team does not provide support “out of hours”.

15.5 Service Price

For the 2005-2006 financial year, the price for service OBC005 (standard) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£516.24	£669.09	£695.56
2 nd & Subsequent counters (per counter)	£186.81	£227.40	£235.35

For the 2005-2006 financial year, the price for service OBC005 (1>2) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£516.24	£669.09	£695.56
2 nd & Subsequent counters (per counter)	£186.81	£227.40	£235.35

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16.0 Service OBC006 – Opening

Sub-Categories: Standard

VSAT

Service site only

Service site only including train Spmr

Service OBC007 – Re-opening

Sub-Categories: On site Standard

On site VSAT

On site – Service site only

On site – Service site only including train Spmr

Relocation – Standard

Relocation – VSAT

Relocation – Service site only

Relocation – Service site only including train
Spmr

16.1 Application

Post Office Limited will require Service OBC006 (Standard) when a new Post Office Branch opens, and Sub-category OBC006 (VSAT) when a new Post Office Branch opens in a location requiring VSAT communications. Post Office Limited will require Sub-category OBC006 (Service site only) when a new service site is opening (on luggable Horizon equipment) and Sub-category OBC006 (Service site only including train Spmr) is required when a new service site is opening (on luggable Horizon equipment) and training is required for the Sub-Post Master.

Post Office Limited will require Service OBC007 (On-site standard) when a Branch which was previously closed, re-opens in the original location. Where that branch used VSAT communications prior to its previous closure, Service OBC007 (VSAT) is required. Post Office Limited will require Service OBC007 (On site – Service site only) when a Post Office is reopening (on luggable Horizon equipment) at a service site that has previously been used as a service site. Post Office Limited will require Service OBC007 (On site – Service site only including train Spmr) when a Post Office is reopening (on luggable Horizon equipment) at a service site that has previously been used as a service site and training is required for the Sub-Post Master.

Post Office will require Service OBC007 (Relocation – Standard) or OBC007 (Relocation – VSAT) when a Branch which was previously closed, re-opens at a

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different location to the one where it traded previously. Post Office Limited will require Service OBC007 (Relocation – Service site only) when a service site which was previously closed, re-opens (on luggable Horizon equipment) at a different location to the one where it traded previously. Post Office Limited will require Service OBC007 (Relocation – Service site only including train Spmr) when a service site, which was previously closed, re-opens (on luggable Horizon equipment) at a different location to the one where it traded previously and training is required for the Sub-Post Master.

Post Office Limited have the option of requesting the ISDN Reduced Risk Installation Service as detailed in Section 9.2.4.1 for all OBC006 and OB007 services except OBC006 (VSAT), OBC007 (On site – VSAT) and OBC007 (Relocation – VSAT).

16.2 Service Description – Services OBC006 or 007 (Standard)

Fujitsu Services will:

- Supply refurbished counter equipment appropriate to the branch configuration, and make it available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to Romec. When Romec have completed their work and returned the Powerhelp call to Fujitsu Services, the OBC team will route the call to the Fujitsu Services engineers call stack.
- Update Branch Management Data, including the Branch configuration, to reflect the implementation of a new Branch
- Order and install an ISDN line at the proposed site
- Distribute software to new Branch
- Distribute authorised reference data to new Branch following receipt from Post Office
- Attend site following the “laying out” of the equipment by Romec; validate the completion of Europa tests on each counter position; replace any defective Horizon equipment; configure the counter equipment; connect to the communications line (WAN); establish connectivity to the Horizon central systems; complete software download; test and accept into service infrastructure.
- Resolve any issues with the counter configuration or synchronisation that occur, through reference to Fujitsu Services 2nd or 3rd line technical support teams
- Account for the Asset Management
- Accept the return of the Horizon packaging material

16.3 Service Description – Services OBC006 or 007 - VSAT

Fujitsu Services will deliver the service aspects as detailed above for Services OBC006 or 007 (Standard), with the following variations:

- Arrange for the installation of a satellite communications solution, including the submission of an application for planning permission where necessary. This action is in lieu of ordering and installing an ISDN line at the proposed site.

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16.4 Service Description – Service OBC006 (Service site only)

Fujitsu Services will:

- Supply refurbished counter equipment appropriate to the branch configuration (usually only consisting of peripheral equipment) and make it available for collection and transportation to site (not including such transportation).
- Open a Powerhelp call and route the call to Romec who will install the peripheral equipment.
- Order and install an ISDN line at the proposed site.
- If requested by Post Office Limited, attend the service site to check the connectivity between the luggable and peripheral equipment.

16.5 Service Description – Service OBC006 (Service site only including train Spmr)

Fujitsu Services will deliver the service aspects as detailed above for Service OBC006 (Service site only), with the following addition:

- Provide training for the Sub-Post Master on how to connect and disconnect the luggable Horizon equipment from the peripheral equipment.

16.6 Service Description – Service OBC007 (On site – Service site only)

Fujitsu Services will:

- Supply refurbished counter equipment appropriate to the branch configuration (usually only consisting of peripheral equipment) and make it available for collection and transportation to site (not including such transportation).
- Open a Powerhelp call and route the call to Romec who will install the peripheral equipment.
- Order and install an ISDN line at the proposed site.
- If requested by Post Office Limited, attend the service site to check the connectivity between the luggable and peripheral equipment.

16.7 Service Description – Service OBC007 (On site – Service site only including train Spmr)

Fujitsu Services will deliver the service aspects as detailed above for Service OBC007 (On site – Service site only), with the following addition:

- Provide training for the Sub-Post Master on how to connect and disconnect the luggable Horizon equipment from the peripheral equipment.

16.8 Service Description – Service OBC007 (Relocation – Standard)

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Fujitsu Services will:

- Supply refurbished counter equipment appropriate to the branch configuration, and make it available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to Romec. When Romec have completed their work and returned the Powerhelp call to Fujitsu Services, the OBC team will route the call to the Fujitsu Services engineers call stack.
- Update Branch Management Data, including the Branch configuration, to reflect the implementation of a new Branch
- Order and install an ISDN line at the proposed site
- Distribute software to new Branch
- Distribute authorised reference data to new Branch following receipt from Post Office
- Attend site following the “laying out” of the equipment by Romec; validate the completion of Europa tests on each counter position; replace any defective Horizon equipment; configure the counter equipment; connect to the communications line (WAN); establish connectivity to the Horizon central systems; complete software download; test and accept into service infrastructure.
- Resolve any issues with the counter configuration or synchronisation that occur, through reference to Fujitsu Services 2nd or 3rd line technical support teams
- Account for the Asset Management
- Accept the return of the Horizon packaging material

16.9 Service Description – Service OBC007 (Relocation – VSAT)

Fujitsu Services will deliver the service aspects as detailed above for Service 007 (Relocation – Standard), with the following variations:

- Arrange for the installation of a satellite communications solution, including the submission of an application for planning permission where necessary. This action is in lieu of ordering and installing an ISDN line at the proposed site.

16.10 Service Description – Service OBC007 (Relocation – Service site only)

Fujitsu Services will:

- Supply refurbished counter equipment appropriate to the branch configuration (usually only consisting of peripheral equipment) and make it available for collection and transportation to site (not including such transportation).
- Open a Powerhelp call and route the call to Romec who will install the peripheral equipment.
- Order and install an ISDN line at the proposed site.
- If requested by Post Office Limited, attend the service site to check the connectivity between the luggable and peripheral equipment.

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16.11 Service Description – Service OBC007 (Relocation – Service site only including train Spmr)

Fujitsu Services will deliver the service aspects as detailed above for Service OBC007 (Relocation – Service site only), with the following addition:

- Provide training for the Sub-Post Master on how to connect and disconnect the luggable Horizon equipment from the peripheral equipment.

16.12 Service Availability

Where the services detailed in paragraph 16.0 require on-site attendance by a Fujitsu Services engineer (i.e. to commission the Horizon equipment), this attendance may be provided during normal working hours or out of hours. The OBC Team does not provide support “out of hours”.

16.13 The installation of the communications line or satellite communications equipment may only be completed during normal working hours. Service Price

For the 2005-2006 financial year, the price for service OBC006 (Standard), OBC007 (On site – Standard) or OBC007 (Relocation – Standard) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£916.77	£1069.63	£1096.09
2 nd & Subsequent counters (per counter)	£171.33	£211.92	£219.87

For the 2005-2006 financial year, the price for services OBC006 (VSAT), OBC007 (On site – VSAT) or OBC007 (Relocation – VSAT) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£526.38*	£679.23*	£705.70*
2 nd & Subsequent counters (per counter)	£171.33	£211.92	£219.87

* The installation of a satellite dish, PES and associated fittings may incur a supplementary charge to these prices. The supplementary charge will be subject to individual quotation, and will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.1 above.

For the 2005-2006 financial year, the price for services OBC006 (Service site only), OBC007 (On site – Service site only) and OBC007 (Relocation – Service site only) is as follows:

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	In Hours	Out of Hours	Public Holiday
1 st Counter	£916.77	£1069.63	£1096.09
2 nd & Subsequent counters (per counter)	£171.33	£211.92	£219.87

For the 2005-2006 financial year, the price for services OBC006 (Service site only including train Spmr), OBC007 (On site – Service site only including train Spmr) and OBC007 (Relocation – Service site only including train Spmr) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£916.77	£1069.63	£1096.09
2 nd & Subsequent counters (per counter)	£171.33	£211.92	£219.87

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17.0 Service OBC008 – Simple Refurbishment

Sub-Category: Standard

Service site only

17.1 Application

Post Office will require Service OBC008 (Standard & Service Sites) where a Branch is undergoing an internal refurbishment that does not require the relocation of the ISDN termination point, or VSAT satellite dish or PES, nor does it change the number of terminals within the Branch. A Simple Refurbishment would relate to, for example, the replacement of a Branch Counter top.

Post Office will not normally require any involvement or support from Fujitsu Services for this type of change unless packaging is required. However, Fujitsu Services has requested site of all OBC20's for information purposes only. Such OBC20's and any subsequent OBC21's will not be chargeable.

17.2 Service Description

Fujitsu Services will:

- Make suitable packaging for the storage of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Receive any such packaging back into stock when no longer required.

17.3 Service Availability

The Fujitsu Services elements of this change type are only available during normal working hours.

17.4 Service Price

For the 2005-2006 financial year, the price for services OBC008 (Standard) and OBC008 (Service site only) is as follows:

	In Hours	Out of Hours	Public Holiday
Per set of packaging	£15.48	N/a	N/a

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18.0 Service OBC009 – Complex Refurbishment

Sub-Categories: ISDN move only

VSAT move only

18.1 Application

Post Office will require Service OBC009 (ISDN move only) where a Branch is undergoing an internal refurbishment that will necessitate the re-location of the ISDN termination point.

Post Office will require Service OBC009 (VSAT move only) where a Branch is undergoing an internal refurbishment that will necessitate the re-location of the Satellite Dish and/or Satellite PES unit.

Where a change in the number of counter positions is also required, services OBC009 Complex Refurbishment (Increase in terminals) or (Decrease in terminals) will apply – see paragraphs 19.0 or 20.0 below. Where the refurbishment does not require either a change to the number of counter positions, or to the location of the ISDN termination point or satellite equipment, this will be deemed a “Simple” refurbishment, and require use of Service OBC008.

18.2 Service Description – Service OBC009 (ISDN move only)

Fujitsu Services will:

- Order an internal move of an ISDN termination point

Option:

- Make suitable packaging for the storage of the Horizon equipment available for collection and transportation to site (not including such transportation); receive any such packaging back into stock when no longer required.

18.3 Service Description – Service OBC009 (VSAT move only)

Fujitsu Services will:

- Order the relocation of the satellite dish and/or order the relocation of the PES

Option:

- Make suitable packaging for the storage of the Horizon equipment available for collection and transportation to site (not including such transportation); receive any such packaging back into stock when no longer required.

18.4 Service Availability

Movement of the communications equipment is only available during normal working hours.

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18.5 Service Price

For the 2005-2006 financial year, the price for service OBC009 (ISDN move only) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£134.07	N/a	N/a

Options:

Provision of packaging material	£15.48 per counter position
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For the 2005-2006 financial year, the price for service OBC009 (VSAT move only) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	Individual Quotation	N/a	N/a

Options:

Provision of packaging material	£15.48 per counter position
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* The relocation of a satellite dish and/or the PES (and any associated fittings) will be chargeable on an individual quotation basis. The charge will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.2 above.

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19.0 Service OBC009 – Complex Refurbishment

Sub-categories: Increase in terminals only

Increase in terminals and ISDN move

Increase in terminals and VSAT move

19.1 Application

Post Office will require Service OBC009 (Increase in terminals only) where a Branch is undergoing an internal refurbishment involving an increase in the number of counter positions.

Post Office will require Service OBC009 (Increase in terminals and ISDN move) where a Branch is undergoing internal refurbishment involving an increase in the number of counter positions and the relocation of the ISDN termination point.

Post Office will require Service OBC009 (Increase in terminals and VSAT move) where a Branch is undergoing internal refurbishment involving an increase in the number of counter positions and the relocation of the VSAT satellite dish and/or PES.

Where a relocation of communications equipment is required, but no change in the number of counter positions, Service OBC009 (ISDN move only) or OBC009 (VSAT move only) will apply – see paragraph 18.0 above. Where the refurbishment does not require either a change to the number of counter positions, or to the location of the ISDN termination point or satellite equipment, Service OBC008 will apply – see paragraph 17.0 above.

19.2 Service Description – Service OBC009 (Increase in terminals only)

Fujitsu Services will:

- Supply refurbished counter equipment appropriate to the Branch configuration, and make it available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to Romec. When Romec have completed their work and returned the Powerhelp call to Fujitsu Services, the OBC team will route the call to the Fujitsu Services engineers call stack.
- Update Branch Management Data, including the Branch configuration, to reflect the change in the number of counter positions
- Distribute software to new counter
- Distribute authorised reference data to new counter position following receipt from Post Office
- Attend site following the “laying out” of the equipment by Romec; validate the completion of Europa tests on each new counter position; replace any defective Horizon equipment; configure the counter equipment; connect to the Branch

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communications infrastructure (LAN); establish connectivity to the Horizon central systems; complete software download; test and accept into service infrastructure.

- Resolve any issues with the counter configuration or synchronisation that occur, through reference to Fujitsu Services 2nd or 3rd line technical support teams
- Account for the Asset Management
- Accept the return of the Horizon packaging material

Options:

- Make suitable packaging for the storage of the Horizon equipment available for collection and transportation to site (not including such transportation); receive any such packaging back into stock when no longer required.

19.3 Service Description – Service OBC009 (Increase in terminals and ISDN move)

Fujitsu Services will deliver the service aspects as detailed above for Service OBC009 (Increase in terminals only) with the following addition:

- Order an internal move of the ISDN termination point

19.4 Service Description – Service OBC009 (Increase in terminals and VSAT move)

Fujitsu Services will deliver the service aspects as detailed above for Service OBC009 (Increase in terminals only) with the following addition:

- Order the relocation of the satellite dish and/or order the relocation of the PES

19.5 Service Availability

Services OBC009 (Increase in terminals only), or OBC009 (Increase in terminals with ISDN or VSAT move) requires on-site attendance by a Fujitsu Services engineer to commission the additional Horizon equipment; this attendance may be provided during normal working hours or out of hours. The OBC Team does not provide support “out of hours”.

Movement of the communications equipment is only available during normal working hours.

19.6 Service Price

For the 2005-2006 financial year, the price for service OBC009 (Increase in terminals only) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£516.24	£669.09	£695.56
2 nd & Subsequent counters (per counter)	£186.81	£227.40	£235.35

Options:

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Provision of packaging material	£15.48 per counter position
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For the 2005-2006 financial year, the price for service OBC009 (Increase in terminals and ISDN move) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£606.51	£759.37	£785.83
2 nd & Subsequent counters (per counter)	£186.81	£227.40	£235.35

Options:

Provision of packaging material	£15.48 per counter position
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For the 2005-2006 financial year, the price for service OBC009 (Increase in terminals and VSAT move) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£516.24*	£669.09*	£695.56*
2 nd & Subsequent counters (per counter)	£186.81	£227.40	£235.35

Options:

Provision of packaging material	£15.48 per counter position
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* The relocation of a satellite dish and/or the PES (and any associated fittings) will be a supplementary charge to these prices. The supplementary charge will be subject to individual quotation and will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.2 above.

20.0 Service OBC009 – Complex Refurbishment

Sub-categories: Decrease in terminals only (not 2 > 1)

Decrease in terminals and ISDN move (not 2 > 1)

Decrease in terminals and VSAT move (not 2 > 1)

20.1 Application

Post Office will require Service OBC009 (Decrease in terminals only (not 2 > 1)) where a Branch is undergoing an internal refurbishment involving a decrease in the number of counter positions.

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Post Office will require Service OBC009 (Decrease in terminals and ISDN move (not 2 > 1)) where a Branch is undergoing an internal refurbishment involving a decrease in the number of counter positions, and also requires the re-location of the ISDN termination point.

Post Office will require Service OBC009 (Decrease in terminals and VSAT move (not 2 > 1)) where a Branch is undergoing an internal refurbishment involving a decrease in the number of counter positions, and also requires the re-location of the VSAT satellite dish and/or the PES.

Note: Where the decrease in counter positions as part of a branch refurbishment is from two counter positions to a single position, then Service OBC009 may not be used. Service OBC004 (2>1) must be completed first, followed by a Service OBC008, or Service OBC009 (ISDN or VSAT move only).

Where a relocation of communications equipment is required, but no change in the number of counter positions, Service OBC009 (ISDN or VSAT move only) will apply – see paragraph 18.0 above. Where the refurbishment does not require either a change to the number of counter positions, or to the location of the ISDN termination point or satellite equipment, Service OBC008 will apply – see paragraph 17.0 above.

20.2 Service Description – Service OBC009 (Decrease in terminals only (not 2 > 1))

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the Romec call stack, to enable capture of the asset data
- Update Branch Management Data, including the Branch configuration, to reflect the reduction in the number of Horizon counter terminals
- Support the synchronisation of data, through the acceptance of calls from the Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- On receipt of the Horizon equipment at the appointed equipment Refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Account for the asset management.

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20.3 Service Description – Service OBC009 (Decrease in terminals and ISDN move (not 2 > 1))

Fujitsu Services will deliver the service aspects as detailed above for Service OBC009 (Decrease in terminals only (not 2 > 1)) with the following addition:

- Order the relocation of the ISDN termination point

20.4 Service Description – Service OBC009 (Decrease in terminals and VSAT move (not 2 > 1))

Fujitsu Services will deliver the service aspects as detailed above for Service OBC009 (Decrease in terminals only (not 2 > 1)) with the following addition:

- Order the relocation of the satellite dish and/or order the relocation of the PES

20.5 Service Availability

Services OBC009 (Decrease in terminals only (not 2 > 1)) or OBC009 (Decrease in terminals with ISDN or VSAT move (not 2 > 1)) do not normally require on-site attendance by a Fujitsu Services engineer. The OBC Team does not provide support “out of hours”. The Fujitsu Services elements of this change type are therefore only available during normal working hours. Movement of the communications equipment is only available during normal working hours.

20.6 Service Price

For the 2005-2006 financial year, the price for service OBC009 (Decrease in terminals only (not 2 > 1)) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£335.37	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60	N/a	N/a

Options:

Provision of packaging material	£15.48 per counter position
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For the 2005-2006 financial year, the price for service OBC009 (Decrease in terminals with ISDN move (not 2 > 1)) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£425.65	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60	N/a	N/a

Options:

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Provision of packaging material	£15.48 per counter position
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For the 2005-2006 financial year, the price for service OBC009 (Decrease in terminals with VSAT move (not 2 > 1)) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£335.37*	N/a	N/a
2 nd & Subsequent counters (per counter)	£97.60	N/a	N/a

Options:

Provision of packaging material	£15.48 per counter position
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* The relocation of a satellite dish and/or the PES (and any associated fittings) will be a supplementary charge to these prices. The supplementary charge will be subject to individual quotation and will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.2 above.

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21.0 Service OBC010 – Simple Relocation

Sub-categories: Standard
VSAT
Service site only

21.1 Application

Post Office will require Service OBC010 (Standard) when a Branch moves from one location to another with no change in the number of counter positions.

Post Office will require Service OBC010 (VSAT) when a Branch currently using VSAT communications moves from one location to another with no change in the number of counter positions.

Post Office will require Service OBC010 (Service site only) when a Service site moves from one location to another with no change in the number of counter positions.

Where a change to the number of counter positions is also required, Service OBC011 (Complex Relocation) will apply – see paragraphs 22.0 or 23.0 below.

Where Service OBC010 (Standard) or OBC010 (Service site only) is required Post Office Limited have the option of requesting the ISDN Reduced Risk Installation Service as detailed in Section 9.2.4.1.

21.2 Service Description – Service OBC010 (Standard)

Fujitsu Services will:

- Make suitable packaging for the relocation of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Support the synchronisation of data, through the acceptance of calls from the Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- Arrange for the cessation of the ISDN line at the old location
- Update Branch Management Data, including the Branch configuration, to reflect the implementation of a new location
- Order and install an ISDN line at the new location
- Distribute authorised reference data to new Branch following receipt from Post Office
- Account for the Asset Management
- Accept the return of the Horizon packaging material

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21.3 Service Description – Service OBC010 (VSAT)

Fujitsu Services will deliver the service aspects as detailed above for Service OBC010 (Standard) with the following amendments:

- Arrange for the cessation of the VSAT service (in lieu of cessation of the ISDN line) at the old location, and the removal of the satellite dish, PES and associated fittings
- Arrange for the installation of a VSAT satellite communications solution at the new location, including the submission of an application for planning permission where necessary.

21.4 Service Description – Service OBC010 (Service site only)

Fujitsu Services will:

- Make suitable packaging for the relocation of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Arrange for the cessation of the ISDN line at the old location
- Order and install an ISDN line at the new location
- Account for the Asset Management
- Accept the return of the Horizon packaging material

21.5 Service Availability

Service OBC010 (Standard, VSAT or Service site only) does not normally require on-site attendance by a Fujitsu Services engineer. The OBC Team does not provide support “out of hours”. The Fujitsu Services elements of this change type are therefore only available during normal working hours. Movement of the communications equipment is only available during normal working hours.

21.6 Service Price

For the 2005-2006 financial year, the price for service OBC010 (Standard) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£694.89	N/a	N/a
2 nd & Subsequent counters (per counter)	£15.48	N/a	N/a

For the 2005-2006 financial year, the price for service OBC010 (VSAT) is as follows:

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	In Hours	Out of Hours	Public Holiday
1 st Counter	£304.49*	N/a	N/a
2 nd & Subsequent counters (per counter)	£15.48	N/a	N/a

* The relocation of a satellite dish and/or the PES (and any associated fittings) will incur a supplementary charge to these prices. The supplementary charge will be subject to individual quotation and will vary according to the exact nature of the work required and the location of the Post Office Branch. For more information, see paragraph 7.1.1.2 above.

For the 2005-2006 financial year, the price for service OBC010 (Service site only) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£475.95	N/a	N/a

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22.0 Service OBC011 – Complex Relocation

Sub-categories: Increase in terminals and ISDN move

Increase in terminals and VSAT move

22.1 Application

Post Office will require Service OBC011 Complex relocation (Increase in terminals and ISDN move) when a Branch moves from one location to another with an increase in the number of counter positions.

Post Office will require Service OBC011 Complex relocation (Increase in terminals and VSAT move) when a Branch using VSAT communications moves from one location to another with an increase in the number of counter positions.

Where no change to the number of counter positions is required, Service OBC010 (Standard or VSAT) will apply – see paragraph 21.0 above.

Where Service OBC011 (Increase in terminals and ISDN move) is required Post Office Limited have the option of requesting the ISDN Reduced Risk Installation Service as detailed in Section 9.2.4.1.

22.2 Service Description – Service OBC011 (Increase in terminals and ISDN move)

Fujitsu Services will:

- Make suitable packaging for the relocation of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Supply refurbished set(s) of counter equipment appropriate to the Branch configuration for the additional counter position(s), and make it available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to Romec. When Romec have completed their work and returned the Powerhelp call to Fujitsu Services, the OBC team will route the call to the Fujitsu Services engineers call stack.
- Support the synchronisation of data, through the acceptance of calls from the Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Resolve any issues with the counter configuration or synchronisation that occur, through reference to Fujitsu Services 2nd or 3rd line technical support teams
- Arrange for the cessation of the ISDN line at the old location
- Update Branch Management Data, including the Branch configuration, to reflect the implementation of a new location and the change in the number of counter positions

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- Distribute software to new counter
- Distribute authorised reference data to the Branch and new counter position following receipt from Post Office
- Order and install an ISDN line at the new location
- Attend site following the “laying out” of the equipment by Romec; validate the completion of Europa tests on each new counter position; replace any defective Horizon equipment; configure the counter equipment; connect to the Branch communications infrastructure (LAN); establish connectivity to the Horizon central systems; complete software download; test and accept into service infrastructure.
- Account for the Asset Management
- Accept the return of the Horizon packaging material

22.3 Service Description – Service OBC011 (Increase in terminals and VSAT move)

Fujitsu Services will deliver the service aspects as detailed above for Service OBC011 (Increase in terminals with ISDN move) with the following amendments:

- Arrange for the cessation of the VSAT service (in lieu of cessation of the ISDN line) at the old location, and the removal of the satellite dish, PES and associated fittings
- Arrange for the installation of a VSAT satellite communications solution at the new location, including the submission of an application for planning permission where necessary.

22.4 Service Availability

Service OBC011 (Increase in terminals and ISDN or VSAT move) requires on-site attendance by a Fujitsu Services engineer to commission the Horizon equipment; this attendance may be provided during normal working hours or out of hours. The OBC Team does not provide support “out of hours”.

22.5 Service Price

For the 2005-2006 financial year, the price for service OBC011 (Increase in terminals with ISDN or VSAT move) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st additional Counter	£446.17*	£581.51*	£607.97*
2 nd & Subsequent additional counters (per counter)	£186.81*	£227.40*	£235.35*

*Note: The prices detailed above in paragraph 22.5 relate to the prices for the additional counter position (s) ONLY, and are in addition to the prices for the Branch relocation detailed in paragraph 21.5

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For the avoidance of doubt, a two counter relocation, plus the commissioning of two additional counters, would cost a total of £1360.87 (i.e.: £712.41 + £15.48 + £446.17 + £186.81).

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23.0 Service OBC011 – Complex Relocation

Sub-categories: Decrease in terminals and ISDN move (not 2 > 1)

Decrease in terminals and VSAT move (not 2 > 1)

23.1 Application

Post Office will require Service OBC011 (Decrease in terminals and ISDN move (not 2 > 1)) when a Branch moves from one location to another with a decrease in the number of counter positions.

Post Office will require Service OBC011 (Decrease in terminals and VSAT move (not 2 > 1)) when a Branch using VSAT communications moves from one location to another with a decrease in the number of counter positions.

Note: Where the decrease in counter positions is from two counter positions to a single position, then Service OBC011 may not be used. Service OBC004 (2>1) must be completed first, followed by a Service OBC010 (Standard or VSAT).

Where no change to the number of counter positions is required, Service OBC010 (Standard or VSAT) will apply.

23.2 Service Description – Service OBC011 (Decrease in terminals and ISDN move (not 2 > 1))

Fujitsu Services will:

- Make suitable packaging for the relocation of the Horizon equipment, and the return of the surplus Horizon equipment, available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to the Romec call stack, to enable capture of the asset data
- Support the synchronisation of data, through the acceptance of calls from the Romec engineers to verify the synchronisation of transaction records and receipt of End of Day markers.
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data.
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- Arrange for the cessation of the ISDN line at the old location
- Update Branch Management Data, including the Branch configuration, to reflect the implementation of a new location and the reduction in the number of Horizon counter terminals
- Order and install an ISDN line at the new location
- Distribute authorised reference data to new Branch following receipt from Post Office
- Account for the Asset Management

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- On receipt of the Horizon equipment at the appointed equipment Refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Accept the return of the Horizon packaging material

23.3 Service Description – Service OBC011 (Decrease in terminals and VSAT move (not 2 > 1))

Fujitsu Services will deliver the service aspects as detailed above for Service OBC011 (Decrease in terminals and ISDN move (not 2 > 1)) with the following amendments:

- Arrange for the cessation of the VSAT service (in lieu of cessation of the ISDN line) at the old location, and the removal of the satellite dish, PES and associated fittings
- Arrange for the installation of a satellite communications solution, including the submission of an application for planning permission where necessary.

23.4 Service Availability

Service OBC011 (Decrease in terminals with ISDN or VSAT move (not 2 > 1)) does not normally require on-site attendance by a Fujitsu Services engineer. The OBC Team does not provide support “out of hours”. The Fujitsu Services elements of this change type are therefore only available during normal working hours.

23.5 Service Price

For the 2005-2006 financial year, the price for service OBC011 (Decrease in terminals with ISDN or VSAT move (not 2 > 1)) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter reduction	£265.30*	N/a	N/a
2 nd & Subsequent counter reductions (per counter)	£97.60*	N/a	N/a

*Note: The prices detailed above in paragraph 23.5 relate to the prices for the counter position reduction(s) ONLY, and are in addition to the prices for the Branch relocation detailed in paragraph 21.5.

For the avoidance of doubt, a four counter relocation, plus a reduction of two counters, would cost a total of £1121.75 (i.e.: £712.41 + (£15.48 x 3) + £265.30 + £97.60).

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24.0 Service OBC012 – Exchange of CRT with Flat Screen

Sub-Categories: Simple Replacement

Complex Replacement

24.1 Application

Post Office will require this service when a Branch requires the replacement of a CRT monitor with a flat screen monitor. An exchange can be classed in two ways: -

Simple Replacement

This sub-category should be selected when Post Office Ltd wish to replace all or certain CRT monitors in a Directly Managed Branch with a Flat Screen.

Complex Replacement

This sub-category should be selected when Post Office Ltd wish to replace all the CRT monitors in a Directly Managed Branch with a Flat Screen as part of a much wider project such as a Complex Relocation or Complex Refurbishment. This service should be used in such a circumstance to initiate that change. Fujitsu Services will need a separate OBC20 for the replacement and it will have to specify the appropriate dates for the events that allow the CRT replacement to align with the relevant other process (Complex Refurbishment or Relocation) that this forms a part in delivering.

24.2 Service Description

Fujitsu Services will:

- Supply a refurbished ‘flat screen’ monitor, and have it transported to site.
- Transport suitable packaging for the return of the CRT monitor to site
- Open a Powerhelp call and route the call to the Fujitsu Services Engineers call stack, to enable scheduling of engineer resource
- Attend site; disconnect and remove the CRT monitor from the counter, pack securely, and arrange for carriage to the equipment Refurbishers; unpack the flat screen monitor and base, assemble, and install on the counter in the same location as the CRT monitor previously occupied.
- Update Branch Management Data, including the Branch configuration, to reflect the implementation of flat screen monitor(s) at the Branch
- Account for the Asset Management
- On receipt of the CRT monitor at the appointed equipment refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage.
- Return of the Horizon packaging material from the Flat Screen monitor

24.3 Service Availability

Service OBC012 requires on-site attendance by a Fujitsu Services engineer to commission the Horizon equipment; this service may only be provided during normal working hours. The OBC Team does not provide support “out of hours”.

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24.4 Service Price

For the 2005-2006 financial year, the price for service OBC012 is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter	£86.05	N/a	N/a
2 nd & Subsequent counter (per counter)	£32.25	N/a	N/a

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25.0 Service OBC013 – Ad Hoc Branch Change

25.1 Application

Post Office will require this service when a change to Branch configuration or layout is required which is not covered by the circumstances described in services OBC001 to OBC012, OBC018, OBC022 and OBC023.

25.2 Service Description

The Service will depend upon the individual Branch circumstances. Examples could include:

- The opening, closing or relocation of a short term “event” office, where Fujitsu Services are required to install equipment as well as commission it. “Event” offices are branches installed to meet a temporary requirement for Post Office facilities in support of an “event”; examples would include the Party Political Conferences, the Wimbledon tennis tournament, the Henley-on-Thames regatta, or a County Show.
- A requested change to communications type alone
- A change of FAD code, requiring the exchange of counter base units

25.3 Service Availability

The service availability will depend upon the service requirements.

The OBC20 form must include precise details of the Post Office requirements, and must provide sufficient lead time to enable the elements of the service required to be provided.

25.4 Service Price

Each service delivered under OBC013 will be the subject of an individual quotation, based upon any requirement for the following price elements:

- Engineer attendance and travel time (based on hourly rates stated in paragraph 8.5 of Schedule 10 to the contract)
- Any equipment supply, recovery, or refurbishment
- Any logistics, transportation or packaging used
- Administration charges
- Data Management or software release charges
- Support charges for 2nd and 3rd line technical teams
- any services provided through a 3rd party (including BT, Cable & Wireless or Romec)

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26.0 Service OBC018 – Conversion on Site

26.1 Application

Post Office Limited will require this service when a branch is to convert on site from one category to another necessitating a change of the FAD code. The branch is to stay in the same site after the conversion and there is no other change required at the time of conversion other than the conversion with its associated change of FAD code.

26.2 Service Description

The aim is to have the minimum impact on customer service possible due to the “sensitive” nature of such conversions. Therefore the Directly Managed Branch (old FAD code) will close for business at 1300 on a Saturday, all exchange works will be completed during the Saturday afternoon and Sunday, and the new FPO (new FAD code) will open for business at 0900 on the Monday.

To lessen the risk and impact of any “failure” on these sensitive sites, a new (second) ISDN line and Gateway kit will be installed for the new FAD code branch at Day –15 / Day –13 respectively. This will allow reordering of an ISDN line before the scheduled conversion date in the case of any BT problem, and reduce the configuration download and failure risk at Day +1.

26.3 Service Availability

Service OBC018 requires on-site attendance by a Fujitsu Services engineer to commission the new Horizon equipment and remove the old Horizon equipment; this attendance may be provided during normal working hours or out of hours. The OBC Team does not provide support “out of hours”.

26.4 Service Price

For the 2005-2006 financial year, the price for service OBC018 is as follows:

	In / Out of Hours
1 st Counter	£1558.48*
2 nd & Subsequent counter (per counter)	£324.31*

*The initial Fujitsu engineer visit is In Hours (to configure new gateway) while subsequent visits are Out of Hours (to re-site gateway and to configure slave(s)).

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27.0 Service OBC022 – CPU Relocations

27.1 Application

This process applies where the existing Horizon CPU's need to be relocated from their existing position to an alternative location (usually from the existing footwalls to the purpose built pedestals).

There is no change to the number of counter positions so there is no need for either Europa testing by Romec or commissioning service by Fujitsu Services.

Fujitsu Services will require an OBC20 form for information only.

27.2 Service Description

As there are no changes to the Horizon kit configuration, Fujitsu Services do not enter the OBC20 information into the Outlet Change Management System (OCMS) software configuration tool. However, a Powerhelp call is raised.

27.3 Service Availability

Service OBC022 does not require on-site attendance by a Fujitsu Services engineer.

27.4 Service Price

Fujitsu Services does not charge Post Office Limited for the processing of the OBC20 for service OBC022.

28.0 Service OBC023 – Exchange of Fixed with Mobile (Luggable) Horizon kit (and vice versa)

Sub-categories: Fixed to Mobile

Mobile to Fixed

28.1 Application

Post Office Limited will require this service where there is a need for an existing branch to change the Horizon kit from Fixed to Mobile format (or vice versa) and:

- The branch FAD code is to stay the same
- The replacement mobile kit (or vice versa) is to remain in the same location in the premises so there is no need to move the power cabling
- There is no need to move the ISDN line.

28.2 Service Description

Fujitsu Services will:

- Make suitable packaging for the return of the Horizon equipment available for collection and transportation to site (not including such transportation)
- Open a Powerhelp call and route the call to Romec. When Romec have completed their work and returned the Powerhelp call to Fujitsu Services, the OBC team will route the call to the Fujitsu Services engineers call stack.
- Update Branch Management Data to reflect change in Horizon equipment type
- Support the synchronisation of data, through the acceptance of calls from the Romec engineer to verify the synchronisation of transaction records and receipt of End of Day markers
- Where data synchronisation cannot be verified or completed, arrange for a Fujitsu Services engineer to attend site and complete Laptop Data Retrieval, or make suitable alternative arrangements for the recovery of the Data
- Where issues with the counter configuration or synchronisation occur, 2nd or 3rd line technical support teams will provide support as necessary
- On receipt of the Horizon equipment at the appointed equipment Refurbishers, provide goods inwards and reception teams, unpack and test equipment and inspect it for damage, and move it to storage
- Account for the asset management
- Supply refurbished counter equipment appropriate to the branch configuration, and make it available for collection and transportation to site (not including such transportation)
- Distribute software to new Horizon equipment
- Distribute authorised reference data to new Branch following receipt from Post Office
- Attend site following the “laying out” of the equipment by Romec; validate the completion of Europa tests on each counter position; replace any defective Horizon

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equipment; configure the counter equipment; connect to the communications line (WAN); establish connectivity to the Horizon central systems; complete software download; test and accept into service infrastructure.

- Accept the return of the Horizon packaging material

28.3 Service Availability

Where the services detailed in paragraph 28.0 require on-site attendance by a Fujitsu Services engineer (i.e. to commission the Horizon equipment), this attendance may be provided during normal working hours or out of hours. The OBC Team does not provide support “out of hours”.

28.4 Service Price

For the 2005-2006 financial year, the price for service OBC023 (Fixed to Mobile) or OBC023 (Mobile to Fixed) is as follows:

	In Hours	Out of Hours	Public Holiday
1 st Counter*	£685.88	£797.16	£806.68

* Service OBC023 (Fixed to Mobile) or OBC023 (Mobile to Fixed) will always be a single node exchange.

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29.0 Service – OBC024 Premium Emergency/Reopen Service

Fujitsu Services can provide a service to reopen a branch on an existing FAD which has archived. Due to the complexity and manual intervention of an otherwise automated process this is high risk and Fujitsu cannot guarantee that Post Office Limited requested time scales can be achieved.

Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin and 2 nd /3 rd line support	N/a	N/a	N/a	£3272.60
OBC Team Administration	N/a	N/a	N/a	£70.06
UKSS Engineer travel and site attendance	N/a	N/a	N/a	£94.33
Equipment Transportation	N/a	N/a	N/a	N/a
Pin Pad installation				£24.00
Pin Pad rekeying and supply				£38.33
TOTAL	N/a	N/a	N/a	£3,499.32

KMA activity to process large bundles of keys = 1 man day @ £657

MSS activity = 30 man hour @ £42.12/hr.

SSC 3rd line = 2 man day @ £676

OBC Team Administration £70.06

UKSS Eng travel & site attendance £94.33

Pin Pad installation £24

Pin Pad rekeying and supply £38.33

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30.0 Other OBC Services

For the purpose of clarification it is noted that Fujitsu are not involved in the provision of the following Services:

Service Description OBC014 – UPS Supply
Service Description OBC015 – Electronic Scale Connection
Service Description OBC016 – New Equipment Supply
Service Description OBC017 – Existing Equipment Change
Service Description OBC019 – Conversion off Site
Service Description OBC020 - Franchise Renewal Visit
Service Description OBC021 – Scoping

Historical Pricing information

The prices detailed above in paragraphs 10.0 to 28.0 have been derived from a previous pricing matrix. Whilst this matrix is no longer in use, it is helpful to understand how the prices have been calculated, so that should the contents of any particular service alter, the price can be recalculated.

The price for each service is comprised of a number of service elements, each of which has an individual price.

In the tables below, the “original” service prices relate to the service composition provided under OBC prior to the restructuring of the service, implemented in 2003. The “new” service prices relate to the service post-restructuring. The “2004/05 Service Price” relates to the “2003/04 Service Price” service price (see version 7.0 of this document), with the addition of the 2004 RPI movement of 2.8%. The “2005/06 Service Price” relates to the “2004/05 Service Price” service price, with the addition of the 2005 RPI movement of 3.5%.

30.1 PIN Pad Rekeying

The “original” service treated the rekeying of the PINPad as part of a Branch closure activity, with the charges relating to the return of the PINPad to Hypercom and necessary rekeying, treated as part of the overall price of the Branch closure. The “new” service considers the supply of a re-keyed PINPad as part of the supply of refurbished Horizon equipment, and hence the charges relating to the rekeying of a PINPad now form part of the service price for supplying Horizon equipment.

In the tables below, therefore, PINPad rekeying is shown as a charge on Branch closure under “original” service prices, and appears as part of the equipment supply charge for new Branch openings and counter increases.

30.2 Horizon Equipment Refurbishment charges

The “original” service charge for equipment refurbishment was £170.64 per set of counter equipment, being a combined “inbound” and “outbound” charge. This encompasses the following elements:

”Inbound” - goods inwards facilities & reception staff; unpack & test equipment and inspect for damage; damage recovery procedures; repack; move to storage; asset management and recording.

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“Outbound” – goods outwards facilities & despatch staff, equipment picking; unpack, equipment clean and repack; application of desktop software and re-test of base unit; asset management and recording.

Whereas historically the inbound and outbound elements were used to similar extents, under Network Reinvention the proportions have altered significantly, with equipment coming in and being stored for variable periods of time prior to possibly being reused. Hence, it has been agreed to charge for these elements separately, and as and when incurred.

As such, the £170.64 was apportioned between the two elements, and a new charge agreed of:

Inbound charge: £75.00 per set of Horizon equipment

Outbound charge: £95.64 per set of Horizon equipment

In addition to the Outbound charge, the PIN Pad rekeying is charged, as detailed in paragraph 29.1, giving a total Outbound equipment supply price of £130.64 – prior to the application of the 2003 RPI increase.

30.3 2nd & Subsequent Counter

The tables below detail the prices that were historically chargeable for the 1st counter, and for the 2nd counter. Under the “original” service provision, Fujitsu Services provided services for Branch survey and preparation works, and these charges did not increase in a linear manner. Hence, the “original” service prices shown relate to the 2nd counter only, and cannot be extrapolated to give a comparative price for a multi-counter service. Planned Closure

30.3.1 Standard and VSAT

1 st Counter				
Service Element	Original Service Price 2001/02	New Service Price 2002/03	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin and 2 nd /3 rd line support	£199.98	£199.98	£211.54	£218.94
OBC Team Administration	£64.49	£50.00	£52.89	£43.79
UKSS Engineer travel and site attendance	£127.47	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad re-keying	£35.00	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	£75.00	£79.33	£82.12
TOTAL	£510.64	£339.12	£358.72	£360.33

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2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	£68.94	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad re-keying	£35.00	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	£75.00	£79.34	£82.12
TOTAL	£187.64	£89.14	£94.30	£97.60

Note: Where a Branch was previously using satellite communications, additional charges to those listed in the table above will be incurred for the removal of the satellite dish, PES and fittings.

30.3.2 Service site only

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
OBC Team Administration	N/a	N/a	£52.89	£43.79
Packaging	N/a	N/a	£14.96	£15.48
Equipment refurbishment (inbound)	N/a	N/a	£79.33	£82.11
TOTAL	N/a	N/a	£147.18	£141.38

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30.4 Planned Short Notice Closure

30.4.1 Standard and VSAT

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin and 2 nd /3 rd line support	N/a	N/a	£211.54	£218.94
OBC Team Administration	N/a	N/a	£52.89	£43.79
UKSS Engineer travel and site attendance	N/a	N/a	N/a	N/a
Equipment transportation	N/a	N/a	N/a	N/a
Packaging	N/a	N/a	£14.96	£15.48
PIN Pad deinstallation	N/a	N/a	N/a	N/a
PIN Pad re-keying	N/a	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	N/a	£79.33	£82.12
TOTAL	N/a	N/a	£358.72	£360.33

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	N/a	N/a	N/a	N/a
Equipment transportation	N/a	N/a	N/a	N/a
Packaging	N/a	N/a	£14.96	£15.48
PIN Pad deinstallation	N/a	N/a	N/a	N/a
PIN Pad re-keying	N/a	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	N/a	£79.34	£82.12
TOTAL	N/a	N/a	£94.30	£97.60

Note: Where a Branch was previously using satellite communications, additional charges to those listed in the table above will be incurred for the removal of the satellite dish, PES and fittings.

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30.4.2 Service Site only

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
OBC Team Administration	N/a	N/a	£52.89	£43.79
Packaging	N/a	N/a	£14.96	£15.48
Equipment refurbishment (inbound)	N/a	N/a	£79.33	£82.11
TOTAL	N/a	N/a	£147.18	£141.38

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30.5 Unplanned Urgent Closure**30.5.1 Standard and VSAT**

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin and 2 nd /3 rd line support	N/a	N/a	£211.54	£218.94
OBC Team Administration	N/a	N/a	£52.89	£43.79
UKSS Engineer travel and site attendance	N/a	N/a	£164.44	£170.20
Equipment transportation	N/a	N/a	N/a	N/a
Packaging	N/a	N/a	£14.96	£15.48
PIN Pad deinstallation	N/a	N/a	N/a	N/a
PIN Pad re-keying	N/a	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	N/a	£79.33	£82.11
TOTAL	N/a	N/a	£523.16	£530.52

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	N/a	N/a	N/a	N/a
Equipment transportation	N/a	N/a	N/a	N/a
Packaging	N/a	N/a	£14.96	£15.48
PIN Pad deinstallation	N/a	N/a	N/a	N/a
PIN Pad re-keying	N/a	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	N/a	£79.34	£82.12
TOTAL	N/a	N/a	£94.30	£97.60

Note: Where a Branch was previously using satellite communications, additional charges to those listed in the table above will be incurred for the removal of the satellite dish, PES and fittings.

30.5.2 Service Site only

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1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
OBC Team Administration	N/a	N/a	£52.89	£43.79
Packaging	N/a	N/a	£14.96	£15.48
Equipment refurbishment (inbound)	N/a	N/a	£79.33	£82.11
UKSS Engineer travel and site attendance	N/a	N/a	£164.44	£170.20
TOTAL	N/a	N/a	£311.62	£311.58

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30.6 Counter Decrease (Standard)

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Admin and 2 nd /3 rd line support	£153.18	£153.18	£162.04	£167.71
OBC Team Administration	£96.72	£80.00	£84.62	£70.06
UKSS Engineer travel and site attendance	£127.47	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad re-keying	£35.00	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	£75.00	£79.34	£82.12
TOTAL	£496.07	£322.32	£340.96	£335.37

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	£68.94	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad re-keying	£35.00	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	£75.00	£79.34	£82.12
TOTAL	£187.64	£89.14	£94.30	£97.60

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30.7 Counter Decrease – two to one

Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Admin and 2 nd /3 rd line support	£153.18	£153.18	£162.04	£167.71
OBC Team Administration	£96.72	£80.00	£84.62	£70.06
UKSS Engineer travel and site attendance	£127.47	£127.47	£134.84	£139.56
Equipment transportation	£56.56	£56.56	£59.82	£61.91
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation	£13.00	£13.00	£13.75	£14.23
PIN Pad re-keying	£35.00	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	£75.00	£79.34	£82.12
TOTAL	£496.07	£519.35	£549.37	£551.07

The Counter Decrease (2>1) Service is also available out of hours and on a bank holiday. The prices for these services may be calculated by replacing the normal service prices for engineer attendance and PIN Pad de-installation detailed in the table above, with the prices detailed in the table below. The increased cost of engineering attendance out of hours is calculated from the engineer rates detailed in paragraph 8.5 to Schedule 10 of the Agreement.

Service Element (non standard hours elements only)	In Hours price	Out of Hours price	Bank Holiday price
UKSS Engineer travel, site attendance and equipment transportation – out of hours	£139.56	£336.42	£375.18
PIN Pad deinstallation – out of hours	£14.23	£28.47	£28.47
TOTAL Service price	£568.60	£779.68	£818.45

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30.8 Counter Increase

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin and 2 nd /3 rd line support	£176.58	£176.58	£186.79	£193.33
OBC Team Administration	£96.72	£80.00	£84.62	£70.06
Site survey and preparation	£552.66	N/a	N/a	N/a
UKSS Engineer travel and site attendance	£127.47	£86.16	£91.14	£94.33
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad installation	£24.00	N/a	N/a	N/a
PIN Pad rekeying and supply	N/a	£35.00	£37.03	£38.33
Equipment refurbishment (outbound supply)	£170.64	£95.64	£101.17	£104.71
TOTAL	£1218.77	£487.52	£515.71	£516.24

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	£68.93	£25.85	£27.34	£28.29
Site survey and preparation	£72.40	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad installation	£24.00	N/a	N/a	N/a
PIN Pad rekeying and supply	N/a	£35.00	£37.03	£38.33
Equipment refurbishment (outbound supply)	£170.64	£95.64	£101.17	£104.71
TOTAL	£406.67	£170.63	£180.50	£186.81

The Counter Increase service is also available out of hours and on a bank holiday. The prices for these services may be calculated by replacing the normal service prices for engineer attendance and detailed in the table above, with the prices detailed in the table below. The

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increased cost of engineering attendance out of hours is calculated from the engineer rates detailed in paragraph 8.5 to Schedule 10 of the Agreement.

1st Counter			
Service Element (non standard hours elements only)	In Hours price	Out of Hours price	Bank Holiday price
UKSS Engineer travel, site attendance and equipment transportation – out of hours	£94.33	£229.67	£256.12
TOTAL Service price	£533.76	£669.09	£695.56

2nd Counter			
Service Element (non standard hours elements only)	In Hours price	Out of Hours price	Bank Holiday price
UKSS Engineer travel, site attendance and equipment transportation – out of hours	£28.30	£68.88	£76.83
TOTAL Service price	£186.81	£227.40	£235.35

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30.9 Opening, Re-Opening or Re-Opening (Relocation) – Standard & Service Site

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Install ISDN line*	£356.58	£356.58	£377.20	£390.40
Data Management, UKSS Admin and 2 nd /3 rd line support	£199.98	£199.98	£211.54	£218.94
OBC Team Administration	£96.72	£80.00	£84.62	£70.06
Site survey and preparation	£596.83	N/a	N/a	N/a
UKSS Engineer travel and site attendance	£127.47	£86.16	£91.14	£94.33
Equipment transportation	£56.56	N/a	N/a	N/a
PIN Pad installation	£24.00	N/a	N/a	N/a
PIN Pad rekeying and supply	N/a	£35.00	£37.03	£38.33
Equipment refurbishment (outbound supply)	£170.64	£95.64	£101.17	£104.71
TOTAL	£1628.78	£853.36	£902.70	£916.77

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	£68.93	£25.85	£27.34	£28.29
Site survey and preparation	£72.40	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
PIN Pad installation	£24.00	N/a	N/a	N/a
PIN Pad rekeying and supply	N/a	£35.00	£37.03	£38.33
Equipment refurbishment (outbound supply)	£170.64	£95.64	£101.17	£104.71
TOTAL	£392.53	£156.49	£165.54	£171.33

The Opening, Re-opening, or Re-opening (Relocation) services are also available out of hours and on a bank holiday. The prices for these services may be calculated by replacing the normal service prices for engineer attendance detailed in the table above, with the prices detailed in the table below. The increased cost of engineering attendance out of hours is calculated from the engineer rates detailed in paragraph 8.5 to Schedule 10 of the Agreement.

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*Note 1: When opening a Store/Service Site the quoted price includes the training of the Post Master in Luggable usage by the Fujitsu Services engineer (if requested by Post Office Ltd on the obc20) at no additional cost to Post Office Ltd.

*Note 2: Where a Branch opens using VSAT communications, the charge for providing an ISDN line at the new location will not apply, but charges may be incurred relating to the provision of the satellite equipment.

1st Counter			
Service Element (non standard hours elements only)	In Hours price	Out of Hours price	Bank Holiday price
UKSS Engineer travel, site attendance and equipment transportation – out of hours	£94.33	£229.67	£256.13
TOTAL Service price	£934.29	£1069.63	£1096.09

2nd Counter			
Service Element (non standard hours elements only)	In Hours price	Out of Hours price	Bank Holiday price
UKSS Engineer travel, site attendance and equipment transportation – out of hours	£28.29	£68.89	£76.84
TOTAL Service price	£171.33	£211.92	£219.87

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30.10 Simple Refurbishment**30.10.1 Standard and Service Site only**

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Packaging	N/a	N/a	£14.96	£15.48
TOTAL	N/a	N/a	£14.96	£15.48

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Packaging	N/a	N/a	£14.96	£15.48
TOTAL	N/a	N/a	£14.96	£15.48

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30.11 Complex Refurbishment (Comms move only)

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin and 2 nd /3 rd line support	£199.98	N/a	N/a	N/a
OBC Team Administration	£96.72	£50.00	£52.89	£43.79
UKSS Engineer travel and site attendance and equipment transportation	£368.06	N/a	N/a	N/a
Site survey and preparation	£596.83	N/a	N/a	N/a
Packaging	£14.14	£14.14*	£14.96*	£15.48*
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad reinstallation	£24.00	N/a	N/a	N/a
Move of ISDN termination point	£82.46	£82.46	£87.23	£90.28
TOTAL	£1395.19	£146.60	£155.08	£149.55

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer travel and site attendance and equipment transportation	£250.98	N/a	N/a	N/a
Site survey and preparation	£72.40	N/a	N/a	N/a
Packaging	£14.14	£14.14*	£14.96*	£15.48*
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad reinstallation	£24.00	N/a	N/a	N/a
TOTAL	£374.52	£14.14	£14.96	£15.48

*Packaging usage is chargeable at £14.96 per set of packaging, if required

Complex refurbishments involving a change in counter numbers are charged at the same prices as for counter increases (see paragraph 26.7) or counter decreases (see paragraph 26.5). Where the refurbishment also involves a move of ISDN termination point, or additional packaging usage, this will be chargeable using those elements from the tables above.

Where the refurbishment also involves a move of Satellite communications equipment, additional charges will be incurred for this Service element.

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30.12 Simple Relocation

30.12.1 Standard and VSAT

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Cease ISDN line	£0.00	£0.00	£0.00	£0.00
Install ISDN line*	£356.58	£356.58	£377.20	£390.40
Data Management, UKSS Admin and 2 nd /3 rd line support	£199.98	£199.98	£211.54	£218.94
OBC Team Administration	£96.72	£80.00	£84.62	£70.06
UKSS Engineer travel and site attendance and equipment transportation	£339.96	N/a	N/a	N/a
Site survey and preparation	£596.83	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation/reinstallation	£31.00	N/a	N/a	N/a
TOTAL	£1635.21	£650.70	£688.32	£694.88

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer travel and site attendance and equipment transportation	£222.71	N/a	N/a	N/a
Site survey and preparation	£72.40	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation/reinstallation	£31.00	N/a	N/a	N/a
TOTAL	£340.25	£14.14	£14.96	£15.48

*Note: Where a Branch using VSAT communications relocates, the charge for providing an ISDN line at the new location will not apply, but charges relating to the relocation of the satellite equipment will be incurred.

30.12.2 Service site only

1st Counter				

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Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Cease ISDN line	N/a	N/a	£0.00	£0.00
Install ISDN line*	N/a	N/a	£377.20	£390.40
OBC Team Administration	N/a	N/a	£84.62	£70.06
Packaging	N/a	N/a	£14.96	£15.48
TOTAL	N/a	N/a	£476.78	£475.94

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30.13 Complex Relocation – Increase in terminals

NOTE: These charges are in addition to those for the Simple Relocation detailed in paragraph 26.10, and relate to the prices for the additional counter equipment.

The prices are identical to a standard counter increase, as the relocation elements are covered within Paragraph 26.10, with the exception of the OBC Team Admin charge, which is already covered once in the Simple Relocation charges.

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin and 2 nd /3 rd line support	£176.58	£176.58	£186.78	£193.32
OBC Team Administration	£96.72	N/a	N/a	N/a
Site survey and preparation	£552.66	N/a	N/a	N/a
UKSS Engineer travel and site attendance	£127.47	£86.16	£91.14	£94.33
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad installation	£24.00	N/a	N/a	N/a
PIN Pad rekeying and supply	N/a	£35.00	£37.03	£38.33
Equipment refurbishment (outbound supply)	£170.64	£95.64	£101.17	104.71
TOTAL	£1218.77	£407.52	£431.08	£446.17

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	£68.93	£25.85	£27.34	£28.29
Site survey and preparation	£72.40	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad installation	£24.00	N/a	N/a	N/a
PIN Pad rekeying and supply	N/a	£35.00	£37.03	£38.33
Equipment refurbishment (outbound supply)	£170.64	£95.64	£101.17	£104.71

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TOTAL	£406.67	£170.63	£180.50	£186.81
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The Complex Relocation (Increase in terminals) service for the commissioning of the additional counter position is also available out of hours and on a bank holiday. The prices for these services may be calculated by replacing the normal service prices for engineer attendance detailed in the tables above, with the prices detailed in the table below. The increased cost of engineering attendance out of hours is calculated from the engineer rates detailed in paragraph 8.5 to Schedule 10 of the Agreement.

1st Counter			
Service Element (non standard hours elements only)	In Hours price	Out of Hours price	Bank Holiday price
UKSS Engineer travel, site attendance and equipment transportation – out of hours	£94.33	£229.67	£256.13
TOTAL Service price	£446.17	£581.51	£607.97

2nd Counter			
Service Element (non standard hours elements only)	In Hours price	Out of Hours price	Bank Holiday price
UKSS Engineer travel, site attendance and equipment transportation – out of hours	£28.29	£68.88	£76.83
TOTAL Service price	£186.81	£227.40	£235.35

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30.14 Complex Relocation – Decrease in terminals (not 2 to 1)

NOTE: These charges are in addition to those for the Simple Relocation detailed in paragraph 26.10, and relate to the prices for the removal of the surplus counter equipment.

The prices are identical to a standard counter decrease, as the relocation elements are covered within Paragraph 26.10, with the exception of the OBC Team Admin charge, which is already covered once in the Simple Relocation charges.

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Admin and 2 nd /3 rd line support	£153.18	£153.18	£162.03	£167.70
OBC Team Administration	£96.72	N/a	N/a	N/a
UKSS Engineer travel and site attendance	£127.47	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad re-keying	£35.00	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	£75.00	£79.34	£82.12
TOTAL	£496.07	£242.32	£256.33	£265.30

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
UKSS Engineer site attendance	£68.94	N/a	N/a	N/a
Equipment transportation	£56.56	N/a	N/a	N/a
Packaging	£14.14	£14.14	£14.96	£15.48
PIN Pad deinstallation	£13.00	N/a	N/a	N/a
PIN Pad re-keying	£35.00	N/a	N/a	N/a
Equipment refurbishment (inbound)	N/a	£75.00	£79.34	£82.12
TOTAL	£187.64	£89.14	£94.30	£97.60

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30.15 Exchange of CRT with Flat Screen

For a flat screen exchange, the original service price was provided as a single-price, and so cannot be broken down into individual service elements.

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Flat Screen exchange	£78.60	£78.60	£83.14	£86.05
TOTAL	£78.60	£78.60	£83.14	£86.05

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Equipment refurbishment (inbound)	£29.46	£29.46	£31.16	£32.25
TOTAL	£29.46	£29.46	£31.16	£32.25

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30.16 Conversion on Site

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Data Management, UKSS Admin; 2nd/3rd line support	N/a	N/a	£423.08	£437.89
OBC Admin	N/a	N/a	£169.24	£140.12
Install ISDN line	N/a	N/a	£377.20	£390.40
Cease ISDN line	N/a	N/a	£0.00	£0.00
First engineer visit, travel to site, set-up & configure gateway	N/a	N/a	£145.81	£150.91
Second engineer visit, travel to site, re-site gateway, swap PINPad	N/a	N/a	£244.11	£252.65
Carriage	N/a	N/a	£29.91	£30.96
Packaging	N/a	N/a	£7.48	£7.74
Equipment refurbishment and supply	N/a	N/a	£142.81	£147.81
TOTAL	N/a	N/a	£1539.64	£1558.48

2nd Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Second engineer visit, swap over slave, configure, swap over and install PINPad	N/a	N/a	£133.14	£137.80
Carriage	N/a	N/a	£29.91	£30.96
Packaging usage	N/a	N/a	£7.48	£7.74
Equipment refurbishment and supply	N/a	N/a	£142.81	£147.81
TOTAL	N/a	N/a	£313.34	£324.31

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30.17 Exchange of Fixed with Mobile (Luggable) Horizon kit (and vice versa)

1st Counter				
Service Element	Original Service Price	New Service Price	2004/05 Service Price	2005/06 Service Price
Equipment Refurbishment (Inbound)	N/a	N/a	£79.33	£82.11
OBC Administration	N/a	N/a	£84.62	£70.06
PinPad Rekey	N/a	N/a	£37.03	£38.33
Equipment Refurbishment (Outbound)	N/a	N/a	£101.17	£104.71
Packaging	N/a	N/a	£14.96	£15.48
Data Management, UKSS Admin; 2nd/3rd line support	N/a	N/a	£211.54	£218.94
Equipment Transportation	N/a	N/a	£59.83	£61.92
UKSS Engineer travel and site attendance	N/a	N/a	£91.14	£94.33
TOTAL	N/a	N/a	£679.62	£685.88

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Horizon Equipment Supplied at 'Storage' Site	
DESCRIPTION	PART NO/REF ID
1 x Mobile Unit	PATMOBPC – ISDN PATMOBPC - VSAT
1 x Mobile Data Cable	PATPINBLUEDATA
1 x PINPAD (incl. Privacy shield)	PATPINPAD (PATPINPRIVSHLD)
1 x PINPAD Data Cable	PATPINREDDATA
1 x PPMB	PATPINMOBPSU
1 x A4 OKI Printer	PATOKI8P-PTR
1 x Power Lead for A4 OKI Printer	N/A
1 x Carry Case for Luggable	N/A
1 x Toner Cartridge	N/A Supplied by Triage at install
1 x Data Lead for Oki Printer	N/A
1 x Drum Kit	N/A Supplied by Triage at install
1 x Pack A4 Paper	N/A Supplied by Triage at install
1 x Ithica Printer	PATITH94PTR
1 x Power Lead for Ithica Printer	PP501009 ISS 4
1 x Ithica Pack contains:- 1 x new ribbon 3 x tally rolls 1 x data cable 1 x "filter" lead	
1 x Bar Code Reader	PATWAL3400BCR
1 x BCR Data Lead	PATMOBWALCABLE
1 x Robust Connector lead (female fitting)	Romec supply
1 x Robust Connector lead (male fitting)	Romec supply
1 x ISDN/PSTN backboard	Romec supply
1 x ISDN lockable security box (optional)	Romec supply

Horizon Equipment Supplied at 'Service' Site	

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DESCRIPTION	PART NO/REF ID
1 x Bar Code Reader	PATWAL3400BCR
1 x BCR Data Lead	PATMOBWALCABLE
1 x PPMB	PATPINMOBPSU
1 x Ithica Printer	PATITH94PTR
1 x Power Lead for Ithica Printer	PP501009 ISS 4
1 x Ithica Pack – pack contains:- <ul style="list-style-type: none"> • 1 x new ribbon • 3 x tally rolls • 1 x data cable • 1 x “filter” lead 	N/A
1 x Robust connector lead (female fitting)	Romec supply
1 x ISDN / PSTN backboard	Romec supply
1 x ISDN lockable security box (optional)	Romec supply
N.B. If fixed kit, additional items include:	
1 x CTX Flat Screen	PATCTXFLAT
1 x Touch Screen Lead	N/A
1 x CTX Mains Cable	PATCTX-MAINS-CABLE
1 x CTX Base Stand	N/A
1 x CTX Mains Adaptor	PATCTX-MAINS-ADAPTOR
1 x RS232 Cable	PATCTX-RS232-CABLE
1 x Keyboard	PATDEVLKBD