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Fujitsu Services Ltd CHANGE CONTROL NOTE (CCN)		CCN NO: 1648b	
CCN TITLE: Changes to the Agreement to reflect the ceasing of services related to MoneyGram and TIP & EDG, plus additional clean-up.		CHANGE ADMINISTRATION USE ONLY. CR NO: DM0072382 CP NO: 6643 (2086), 6627 (2070), 6753 (2196)	
RELEASE: Release Independent		EXPIRY DATE: 12 th February 2021	
CCN RAISED BY: Phil Boardman		RAISED DATE: 22 nd January 2021	
SUBMISSION DATE: 21 st January 2021			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO			
EMERGENCY IMPLEMENTATION DATE:			
ATTACHMENTS: YES / NO [If yes, Number of]: None			
FUJITSU SERVICES APPROVAL	DATE	POST OFFICE LTD APPROVAL	DATE
SUMMARY and REASON FOR CHANGE:			
<p>This CCN1648b has been produced following signature of CT2543a, to reflect the changes required to the Schedules, Contract Documentation and Charges (including the removal of the related MoneyGram and TIP & EDG Service Charges from 1st September 2018) as a result of the decommissioning activities carried out under CT2543a.</p>			
DETAILS OF CHANGE:			
<p>Since this CCN1648b looks to make changes to the Agreement that had previously been proposed by CCN1623, the PROPOSED REVISION TO WORDING OF THE AGREEMENT section below is written assuming that the final version of CCN1623 has been agreed. Agreement of this CCN1648b is thus dependant on the prior or concurrent approval of the final version of CCN1623.</p> <p>Further, this CCN1648b removes certain obligations which Fujitsu Services is no longer performing due to the expiry and/or termination of their associated services and/or where</p>			

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Fujitsu Services has completed its performance of those obligations.

The changes are summarised as follows;

- Changes in respect of ceasing support for the MoneyGram service on 31st August 2018, including changes to the Charges in Schedule D1 (Charges) in respect of the Service Management and Third Line Software Support Services;
- Changes in respect of ceasing support for the TIP & EDG systems on 31st August 2018, including changes to the Charges in Schedule D1 (Charges) in respect of the Central Network Service;
- Changes in respect of removing certain obligations which Fujitsu Services is no longer performing due to the expiry and/or termination of their associated services and/or where Fujitsu Services has completed its performance of those obligations. In particular this removes responsibilities in respect of expired Expiring Services and those time limited to during or before the completion of the HNG-X Project, including removal of;
 - Schedule A6 – Funding Condition, which documented responsibilities at various stages of the HNG-X Project;
 - Schedule B4.2 - Existing Applications, which documented the existing applications used before the HNG-X Project;
 - Schedule B4.3 - Existing Central and Telecommunications Infrastructure, which provided an overview of the infrastructure before and during the HNG-X Project;
 - Schedule B4.4 - Existing Service Levels, which documented the service levels applicable before and during the HNG-X Project;
 - Schedule B5 - Transition and Migration, which documented the transitions from the former Horizon Services to the HNG-X Services, as the HNG-X Project progressed;

and references to those Schedules elsewhere in the Agreement.

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

Additions to existing clauses or paragraphs are shown underlined, and deletions are shown with a ~~strikethrough~~.

Clauses

The table headed Contents at the start of the Agreement is amended so the 1st entry in the table (Funding Condition) reads “Clause Removed by CCN1648b”. The table headed Schedules is amended so the entries for the following schedules read “Schedule Removed by CCN1648b”;

A6 - Funding Condition;
B4.2 - Existing Applications;
B4.3 - Existing Central and Telecommunications Infrastructure; and
B4.4 - Existing Service Levels.

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B5 - Transition and Migration

Clause 1 is amended as follows;

1. Removed by CCN1648b Funding Condition
 - 1.1 Post Office may at any time prior to the Conditionality Expiry Date deliver to Fujitsu Services a Funding Notice.
 - 1.2 During the Conditionality Period the provisions of Part A of Schedule A6 shall apply.
 - 1.3 Where Post Office delivers a Funding Notice prior to the Conditionality Expiry Date, the provisions of Part B of Schedule A6 shall apply with effect from the date of receipt by Fujitsu Services of such Funding Notice.
 - 1.4 Where Post Office does not deliver a Funding Notice prior to the Conditionality Expiry Date, the provisions of Part C of Schedule A6 shall apply with effect from the Conditionality Expiry Date.
 - 1.5 Where Post Office notifies Fujitsu Services in writing prior to the Conditionality Expiry Date that it will not deliver a Funding Notice, the provisions of Part C of Schedule A6 shall apply with effect from the date on which Fujitsu Services receives that notice in writing.
 - 1.6 Post Office shall ensure that during the Conditionality Period Fujitsu Services is provided with confirmations by way of issue of a purchase order or a series of purchase orders or otherwise in writing in respect of HNG-X Development to be carried out in accordance with the HNG-X Programme Plan against which Fujitsu Services may raise invoices for HNG-X Development Charges when entitled to do so in accordance with the provisions of Schedule D2 and to the extent such Charges fall within the estimated aggregate HNG-X T&M Budget in respect of a particular Planning Period (as set out in the budget report to be delivered in accordance with paragraph 11 of Schedule B6.2) ("Purchase Order Cover"). In the absence of such Purchase Order Cover and failure by Post Office to provide it within seven days of written notice from Fujitsu Services requesting that Post Office do so, the provisions of Part C of Schedule A6 shall apply upon expiry of such notice.
 - 1.7 Post Office shall provide to Fujitsu Services, upon its reasonable request from time to time, information that Post Office is reasonably able to disclose, without breaching any confidentiality restrictions, for the purpose of updating Fujitsu Services on progress being made by the Post Office in securing funding such that Post Office may deliver a Funding Notice, and the steps being taken by Post Office to secure such funding.
 - 1.8 In the event that, during the Conditionality Period, Project HNG-X is terminated by Post Office for Default pursuant to Clause 47.11.1 and Post Office does not deliver a Funding Notice to Fujitsu Services on or prior to the Conditionality Expiry Date, Post Office shall not be entitled to recover any loss or damage from Fujitsu Services on the basis that had this Agreement been duly performed according to its terms Post Office would have delivered a Funding Notice on or prior to the Conditionality Expiry Date.

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Clause 6 is amended as follows;

6. Associated Changes

6.1 Removed by CCN1648b Fujitsu Services shall perform the Associated Change Activities in accordance with the provisions of Schedule B5 and shall use reasonable endeavours to do so in compliance with the HNG-X Programme Plan (as adjusted in accordance with the provisions of Schedule B6.2).

6.2 Removed by CCN1648b Software developed by Fujitsu Services as a product of the Associated Change Activities shall be subject to the acceptance process in accordance with the principles set out in Schedule B6.3.

Clause 7 is amended as follows;

7. Migration and Implementation

Removed by CCN1648b Fujitsu Services shall implement the HNG-X Service Infrastructure and the Business Capabilities and Support Facilities in accordance with the requirements of Schedule B5 and in compliance with the HNG-X Programme Plan (as adjusted in accordance with the provisions in Schedule B6.2).

Clause 8 is amended as follows;

8. Performance of HNG-X Services prior to HNG-X Date and post HNG-X Date

8.1 Removed by CCN1648b Prior to the HNG-X Date in respect of each Branch, Fujitsu Services shall perform in respect of that Branch each of the HNG-X Services (other than BCSF Services) over the Infrastructure and using the Horizon Applications.

8.2 On and after the HNG-X Date In respect of each Branch, Fujitsu Services shall perform in respect of that Branch each of the HNG-X Services as described in Schedule B3.1 over the Infrastructure.

8.3 Removed by CCN1648b Subject to Clauses 8.1 and 8.2 and save as expressly provided otherwise, the provisions of this Agreement relating to the provision of Services shall apply both to Services to be provided before the HNG-X Date and to Services to be provided after the HNG-X Date.

Clause 9 is amended as follows;

9. Infrastructure prior to Trigger Point T5 and post Trigger Point T5

9.1 Until Trigger Point T5 (Data Centre Ready For HNG-X), the Infrastructure over which the HNG-X Services shall be provided shall be the Horizon Service Infrastructure described in Schedule B4.3. Removed by CCN1648b

9.2 Following Trigger Point T5 (Data Centre Ready For HNG-X), The Infrastructure over which the HNG-X Services shall be provided shall be the HNG-X Service Infrastructure as described in Schedule B3.3 save to the extent of any variations applicable in accordance with Part 1 of Annex 2 of Schedule B5 (Transitional

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Infrastructure) that apply to Branches prior to their respective HNG-X Dates.

Clause 18.1 is amended as follows;

18.1 In the event that the Services fail to meet the Service Levels set out or referred to in Schedules C1 or B4.4, Fujitsu Services shall pay Post Office liquidated damages (such payment to be in the form of credit notes unless Post Office directs otherwise) calculated or determined in accordance with Schedule C1 or Schedule B4.4 (as applicable) and paid pursuant to Schedule D2.

Clause 18.4 is amended as follows;

18.4 Without prejudice to Clause 47.2, paragraph 7 of Schedule C1 and paragraph 7 of Schedule B4.4:

18.4.1 liquidated damages and/or any other amounts specified in this Agreement payable by Fujitsu Services in respect of any LDT failure (save to the extent that LDT failure is also an ARL failure in which case and to such extent Clause 18.4.2 shall apply), whether that LDT failure occurs at, above or below the corresponding SLT, shall be Post Office's exclusive remedy in respect of any failure of that LDT and/or SLT; and

18.4.2 Post Office Additional Costs, liquidated damages and/or any other amounts specified in this Agreement payable by Fujitsu Services in respect of any ARL failure shall be Post Office's exclusive remedy in respect of that failure.

Clause 26.2 is amended as follows;

26.2 Branch Hardware

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

Clause 33.1.2 is amended as follows;

33.1.2 Fujitsu Services shall preserve the integrity of the Post Office Data once Fujitsu Services has received such Post Office Data, shall prevent any corruption or loss of such Post Office Data and shall comply with the validation procedures set out in the applicable CCDs (relating to the Horizon Applications or the Business Capabilities and Support Facilities) referred to in Schedules B4.2 or B3.2 (as the case may be) as such procedures may be updated and amended from time to time—(save that where any Post Office Data received by Fujitsu Services is stored, transmitted or otherwise processed

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as part of the Superstock Solution, Fujitsu Services' applicable obligation in respect of that data shall be to use all reasonable endeavours to preserve the integrity and prevent loss or corruption of the data and, for the avoidance of doubt, none of the validation procedures set out in the CCDs (relating to the Horizon Applications or the Business Capabilities and Support Facilities) referred to in Schedules B4.2 or B3.2 (as the case may be) shall apply to the Superstock Solution). Fujitsu Services shall not be liable for any loss or corruption of Post Office Data nor for any failure to perform the Services if it can prove that such loss or corruption or failure to perform the Services was caused by Post Office Data which was lost or corrupted before Fujitsu Services received it, and Fujitsu Services has complied with the validation rules in relation to such Post Office Data.

Clause 36.4 is amended as follows;

36.4 Branch Hardware

Unless the Parties agree otherwise, risk in Branch Hardware shall vest with the Party that procures that hardware until such time as that hardware has been installed at the Branch and accepted by Fujitsu Services as part of the Infrastructure at which time such risk shall transfer to Fujitsu Services. For the avoidance of doubt, after the transfer of Branch Hardware to the Post Office on 1st April 2015, Fujitsu Services shall have no risk in respect of that Branch Hardware save that Fujitsu Services will exercise reasonable controls over any Branch Hardware that is being utilised or stored by Fujitsu Services in provision of the Services.

Clause 43.2 is amended as follows;

43.2 Removed by CCN1648b In the event of termination of Project HNG-X:

43.2.1 for convenience pursuant to Clause 47.11.2, the provisions of Clause 43.1 shall continue to apply. In such circumstances, prior to the later of the date of such termination of Project HNG-X or 1 April 2010, Fujitsu Services shall implement the upgrade of the Horizon Service Infrastructure in accordance with the provisions of the CCD entitled "Horizon Security in the Absence of HNG-X" (ARC/SEC/ARC/0002) and Post Office shall pay for such upgrade in accordance with paragraphs 10.4 to 10.8 (inclusive) of Schedule D1 (the details of which in respect of such upgrade shall be incorporated in a Work Order); and

43.2.2 for Default pursuant to Clause 47.11.1, the provisions of Clause 43.1 shall continue to apply. In such circumstances, prior to the later of the date of such termination of Project HNG-X or 1 April 2010, Fujitsu Services shall implement the upgrade of the Horizon Service Infrastructure in accordance with the provisions of the CCD entitled "Horizon Security in the Absence of HNG-X" (ARC/SEC/ARC/0002) at its own cost.

Clause 43.10.5 is amended as follows;

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43.10.5 where the unauthorised access, hacking or fraud was perpetrated through or by use of the communications links between the Data Centres and CAPO or LINK (as described in Schedule B3.3 or B4.3, as applicable) other than by persons referred to in Clause 43.9, unless the root cause of such unauthorised access, hacking or fraud was a failure by Fujitsu Services to comply with its obligations set out in paragraphs 1.3.4(f)(i)(1) and 1.3.4(f)(i)(2) of Schedule B3.3 or paragraphs 3.4.1 and 3.4.2 of Schedule B4.3, as applicable;

Clause 43.18.1 is amended as follows;

43.18.1 any fault or problem with, or the unavailability of, the communications links between the Data Centres and CAPO or LINK (as described in Schedule B3.3), subject to Fujitsu Services complying with its obligations set out in paragraphs 1.3.4(f)(i)(1) and 1.3.4(f)(i)(2) of Schedule B3.3 or paragraphs 3.4.1 and 3.4.2 of Schedule B4.3, as applicable; or

Clause 44.4 is amended as follows;

44.4 Subject to Clauses 44.4A, 44.4B and 44.5, the financial limits specified in Clause 44.2.2 and 44.2.3 shall apply to, and limit the Parties' respective liability for, the aggregate of all claims for monetary relief arising in the period in question which either Party may have against the other either under this Agreement, in tort (including negligence), breach of statutory duty or otherwise in relation to the subject matter of this Agreement, including, without limitation, all claims arising for Defaults, all claims for liquidated damages and Post Office Additional Cost pursuant to Clause 18, Schedule B4.4, Schedule C1 and/or the provisions of the Service Descriptions, all claims to be indemnified pursuant to Clauses 34, 42 or 43 and all other claims or costs which are compensatable in money or money's worth as though all such claims for monetary relief represented liability for Defaults occurring in the period in question.

Clause 46.3 is amended as follows;

46.3 Each Expiring Service shall, unless terminated earlier in accordance with the provisions of Clause 47 or extended in accordance with the provisions of paragraph 10 of Schedule E (where applicable or otherwise extended through the Change Control Procedure), be provided for the period up to the relevant date specified in Table A of Schedule B3.1 on which date such Expiring Service shall expire. For the avoidance of doubt, no Partial Termination Charge or Termination Charge shall be payable by Post Office in relation to an Expiring Service on the expiry of such Expiring Service on 31st March 2017 or the Salesforce Service and Credence/MDM Service which shall both expire on 31st March 2016. Liquidated damages shall continue to apply during any extension in accordance with Clause 18 save in the case of a mini extension of the

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Engineering Service where the Actual Engineering Visits in any one month exceeds the related Excepted Engineering Volume by 10%. In such instances, the calculation for liquidated damages in respect of the Counter Availability SLT shall be based on the average downtime for each of the hardware components over the previous three months (not including the month in question), instead of the actual downtime in the month for each of those components. This shall be calculated using the reported downtime for each problem type prefaced "HD" in the Local Failure section of the SLT report produced in accordance with Annex A to the CCD Branch Network Service Description (SVM/SDM/SD/0011). For the avoidance of doubt, all other provisions of the Agreement shall continue to apply during any extension period.

Clause 47.2 is amended as follows;

47.2 Post Office may at any time by notice in writing terminate this Agreement with effect from the date of service of such notice or such later date as may be specified therein, if Fujitsu Services is in material or persistent Default of any obligation under this Agreement (other than a Default that gives the Post Office a right under Clause 47.11 to terminate Project HNG-X only) and:

47.2.1 such Default is capable of remedy and Fujitsu Services shall have failed to remedy the Default within 30 days of written notice to Fujitsu Services specifying the Default and requiring its remedy or within such other period as may be requested by Fujitsu Services and agreed by Post Office, such agreement not to be unreasonably withheld or delayed; or

47.2.2 such Default is not capable of remedy (and for the purposes of this Clause 47.2, failure to comply with a timescale shall not of itself be considered a Default not capable of remedy).

Clause 47.3 is amended as follows;

47.3 Removed by CCN1648b In the event that Project HNG-X is lawfully terminated by Post Office pursuant to Clause 47.11.1, Post Office may at any time following such termination serve a notice in writing on Fujitsu Services, following which Post Office shall have the right to terminate this Agreement on at least six months' notice, provided that in exercising such right Post Office will not be able to terminate this Agreement prior to 1 April 2010.

Clause 47.11 is amended as follows;

Termination of Project HNG-X

47.11 Removed by CCN1648b Subject to Clause 47.11.3 at any time prior to HNG-X Initial Acceptance, Post Office may terminate Project HNG-X:

47.11.1 by notice in writing, with effect from seven days after service of such notice or such later date as may be specified therein, if Fujitsu Services is in material Default of

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any obligation under this Agreement in relation to Project HNG-X (and for the purposes of this Clause 47.11.1 only, "material Default" includes any persistent Default which by reason of its persistence has become material) and:

- (a) such Default is capable of remedy and Fujitsu Services shall have failed to remedy the Default within 30 days of written notice to Fujitsu Services (i) specifying that it is given pursuant to this Clause 47.11.1(a), (ii) giving details of the Default and why it is considered to be material and (iii) requiring its remedy, or within such other period as may be requested by Fujitsu Services and agreed by Post Office, such agreement not to be unreasonably withheld or delayed; or
- (b) such Default is not capable of remedy (and for the purposes of this Clause 47.11.1, failure to comply with a timescale shall not of itself be considered a Default not capable of remedy) and Post Office shall have given written notice to Fujitsu Services (i) specifying that it is given pursuant to this Clause 47.11.1(b) and (ii) giving details of the Default and why it is considered to be material;

47.11.2 by notice in writing, specifying that it is given under this Clause 47.11.2, with effect from 30 days from the service of such notice. In the event of notice being given in accordance with this Clause 47.11.2, Post Office shall pay to Fujitsu Services upon termination of Project HNG-X the HNG-X Termination Charge.

47.11.3 Post Office shall not be entitled to exercise its right of termination of the HNG-X Project under Clause 47.11.2 of the Agreement prior to 30th April 2010. If HNG-X Initial Acceptance has not occurred by 30th April (which allows for a period of 4 weeks following the planned initial Acceptance Date of 2nd April 2010) then Post Office may exercise its right of termination of the HNG-X Project under clause 47.11.2 at any time after 30th April 2010.

Clause 47.12 is amended as follows;

47.12 Removed by CCN1648b Notwithstanding the termination of Project HNG-X in accordance with Clause 47.11:

47.12.1 the Services shall continue to be provided using the Infrastructure until such time that this Agreement expires in accordance with Clause 46 unless the Agreement is terminated earlier in accordance with the other provisions of this Clause 47; and
47.12.2 the Associated Change Activities shall be implemented in accordance with Clause 6 and any remaining Associated Change Development and hardware and software procurement required for such implementation specified in Schedule B5 shall be paid for by Post Office in accordance with Schedules D7 and D8 (as applicable).

Clause 47.13 is amended as follows;

47.13 Removed by CCN1648b If Project HNG-X is terminated under:

47.13.1 Clause 47.11.1 or Clause 47.15 (but only as a consequence of the Agreement)

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terminating pursuant to Clauses 47.1 or 47.2), then Fujitsu Services shall at its own cost reinstate the Horizon Applications to those Branches in which the Business Capabilities and Support Facilities have been rolled out; or

47.13.2 Clause 47.11.2 or Clause 47.15 (but only as a consequence of the Agreement terminating pursuant to Clauses 47.4 or 47.7), then Fujitsu Services shall reinstate the Horizon Applications to those Branches in which the Business Capabilities and Support Facilities have been rolled out. Fujitsu Services' charges for such reinstatement shall be paid by Post Office and shall be an amount equal to Fujitsu Services' costs multiplied by 100 and divided by 78, provided that such costs are subject to verification under the Open Book procedure.

Clause 47.14 is amended as follows;

47.14 Removed by CCN1648b If at the date upon which Project HNG-X is terminated in accordance with Clause 47.11, the move of Data Centres to Fujitsu Services' premises has been completed, such move will not be reversed following termination in order that the Services may continue to be provided using the Data Centres located at Fujitsu Services' premises. To the extent that prior to termination of Project HNG-X Data Centre equipment has been put in place and which relate only to the HNG-X Service Infrastructure, such equipment shall be decommissioned following termination and the costs of such decommissioning shall be borne by either Party in accordance with Clause 47.13.

Clause 47.15 is amended as follows;

47.15 Removed by CCN1648b If, for any reason, Post Office or Fujitsu Services gives notice to terminate this Agreement prior to HNG-X Initial Acceptance, Project HNG-X shall terminate, subject to Clause 47.16, two weeks after the date of service of such notice, unless the Parties agree otherwise in accordance with the Change Control Procedure. Any notice purporting to terminate Project HNG-X given after notice to terminate the Agreement has been given shall be deemed to be invalid and of no effect. If notices to terminate the Agreement and Project HNG-X are given on the same day, the notice to terminate Project HNG-X shall be deemed to have been given first.

Clause 47.16 is amended as follows;

47.16 Removed by CCN1648b If Project HNG-X is terminated in accordance with Clause 47.15, Fujitsu Services shall, where the Business Capabilities and Support Facilities have been rolled out in Branches, continue to provide the HNG-X Services using the Business Capabilities and Support Facilities in those Branches until the Horizon Applications have been reinstated in accordance with Clause 47.13.

Clause 48 is amended as follows;

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48. Rights on termination and expiry of this Agreement, Partial Termination, and expiry of an Expiring Service and termination of Project HNG-X

Clause 48.1 is amended as follows;

48.1 In the event of termination or expiry of this Agreement, ~~or termination of Project HNG-X or~~, or of any Terminable Service for any reason whatsoever, or the expiry or termination of any Expiring Service, Post Office shall, without prejudice to Post Office's other rights and remedies but subject to payment of all sums due and payable to Fujitsu Services up to the date of termination or (if applicable) expiry, have the option (subject to Clause 48.2.3), exercisable in the applicable period referred to in the General Exit Plan or HNG-X Exit Plan (as applicable), to acquire from Fujitsu Services or to require Fujitsu Services to permit the Next Supplier to acquire from it, in consideration of the Transfer Payment the Project Assets which shall comprise:

48.1.1 any or all of the hardware that is comprised within the Infrastructure and/or that:
(a) is being used; ~~or~~
(b) ~~had previously been used in Branches and is no longer being used (other than any such hardware that is no longer being used because it was replaced by spare, upgraded or alternative equipment),~~
~~in each case in connection with the performance of the Services (other than where such hardware is either (i) not owned by Fujitsu Services or any of its subsidiary companies or (ii) those shared elements of the Infrastructure referred to in Clause 35.3); and~~

48.1.2 the right to require that Fujitsu Services shall assign or novate, or (if assignment or novation is not possible) arrange for the benefit thereof to be transferred, in favour of Post Office or to any person as may be designated for the purpose by Post Office any sub-contracts, equipment rental or lease agreements and all other agreements (other than employment agreements and agreements in relation to Third Party Software, Third Party Items or Non-standard Third Party Materials) entered into by Fujitsu Services which are necessary to the performance of the Services as Post Office may designate,

provided that, if termination is in respect of ~~Project HNG-X or~~ a Terminable Service rather than the entire Agreement, the above provisions shall apply only to those Project Assets (or, in the case of agreements, that part thereof) that are not reasonably required by Fujitsu Services for the provision of any continuing Services under this Agreement.

Clause 48.3 is amended as follows;

48.3 In the event that Post Office exercises any of the options in Clause 48.1 or Clause 48.2.3 applies, Post Office shall pay to Fujitsu Services on completion of such option or, in the case of Clause 48.2.3, such acquisition, a sum equal to the Transfer Payment.

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If Post Office exercises the option in Clause 48.1 in respect of any Partial Termination or in respect of termination of Project HNG-X or in respect of the expiry of an Expiring Service or Clause 48.2.3 applies, the Project Assets acquired by it shall cease to form part of the Infrastructure and this Agreement shall be amended accordingly as provided in Schedule E.

Clause 48.16 is amended as follows;

48.16 The provisions of CCN 1268 relating to: unspent sums under, or the failure by the Parties to enter into, the new business (as stated at paragraph 10.10 of Schedule D1 as introduced by CCN 1268); and release of Fujitsu Services from further liability in relation to the credits (as stated at paragraph 6.7 of Schedule D1 as introduced by CCN 1268), in each case as at termination or expiry of the Agreement and/or Project HNG-X, shall apply upon termination or expiry of this Agreement or (as the case may be) Project HNG-X.

Clause 67.5 is amended as follows;

67.5 Subject to Clauses 67.6 and 67.7, in the event and to the extent only of any conflict or inconsistency between provisions of this Agreement, the following order of precedence shall apply:

67.5.1 in the period between the Amendment Date and HNG-X Final Acceptance:

- (a) the Clauses and Schedule 1;
- (b) all other Schedules other than Schedules B3.2 and B3.3;
- (c) the Requirements Baseline (as may be amended pursuant to Schedule B6.1) and the HNG-X Assumptions;
- (d) the Solution Baseline Documentation Set (other than Schedules B3.2, B3.3 and B3.4);
- (e) Schedules B3.2 and B3.3;
- (f) CCDs not included in paragraphs (a) to (e) (inclusive) above; and
- (g) Work Orders and CRDs; and

67.5.2 in the period between HNG-X Final Acceptance and the date that revised versions of Schedules B3.2, B3.3 and B3.4 and all other documents in the Solution Baseline Documentation Set are agreed under the Change Control Procedure pursuant to Clause 5.4:

- (a) the Clauses and Schedule 1;
- (b) all other Schedules other than Schedules B3.2, B3.3, B6.1, B6.2 and B6.3;
- (c) the Solution Baseline Documentation Set (other than Schedules B3.2, B3.3 and B3.4);
- (d) the Requirements Baseline (as may be amended pursuant to Schedule B6.1) and the HNG-X Assumptions;
- (e) Schedules B3.2, B3.3, B6.1, B6.2 and B6.3;
- (f) CCDs not included in paragraphs (a) to (e) (inclusive) above; and

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(e) Work Orders and CRDs; and
 67.5.3 thereafter (or in the event that Project HNG-X is terminated for any reason pursuant to Clause 47.11):
 (a) the Clauses and Schedule 1;
 (b) all other Schedules (other than Schedules B6.1, B6.2 and B6.3) and the Solution Architecture;
 (c) CCDs (other than the Solution Architecture);
 (d) Work Orders and CRDs; and
 (e) Schedules B6.1, B6.2 and B6.3.

Schedule 1 – Interpretation

The definition of "Acceptance Point" is amended as follows;

"Acceptance Point"	means each of the events (or combination of events) designated as an acceptance points <u>labelled as follows, all of which were passed as accepted during Project HNG-X in Table 3 in Part 1 of Annex 1 to Schedule B5;</u> <u>Z1 - HNG-X Acceptance Gateway 1 (Readiness for Router Roll Out);</u> <u>Z2 - HNG-X Acceptance Gateway 3 (Readiness for Live Pilot) and subsequent authorisation for Live Pilot by the RAB;</u> <u>Z3 - HNG-X Acceptance Gateway 4 (Readiness for Branch Migration) and subsequent authorisation for migration by the RAB;</u>
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The definition of "Additional Remedy Level" or "ARL" is amended as follows;

"Additional Remedy Level" or "ARL"	shall have the meaning given to it (as applicable) in paragraph 1.2.3 of Schedule C1 or paragraph 1.2.3 of Schedule B4.4;
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The definition of "AP-ADC Facility" is amended as follows;

"AP-ADC Facility"	shall have, as applicable in accordance with this Agreement, the meaning given to it in paragraph 2.2.2 of Schedule B4.2, paragraph 2.2 of Part 2 of Annex 2 to Schedule B5 and/or the facility described in paragraph 2.1.4 of Schedule B3.2;
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The definition of "APOP Facility" is amended as follows;

"APOP Facility"	means the <u>former Horizon Application facility that provided the APOP Business Capability referred to at paragraph 2.3 of Schedule B4.2;</u>
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The definition of "APS" or "Automated Payment Service" is amended as follows;

"APS" or "Automated Payment Service"	means the <u>former Horizon Application facility that provided the In/Out Payment Business Capability referred to at (as applicable) paragraph 2.2 of Schedule B4.2 or paragraph 2 in Part 2 of Annex 2 to Schedule B5;</u>
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The definition of "Associated Change Activities" is amended as follows;

"Associated Change Activities"	means those activities and obligations, performed and undertaken concurrent with Project HNG-X, that effected changes to the Existing Services, Horizon Applications and Horizon Service Infrastructure that were not required exclusively for the purposes of Project HNG-X shall have the meaning given to it in paragraph 3.1.2 of Schedule B5 and further detailed in paragraph 3.3.1 of Schedule B5;
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The definition of "Associated Change Workstreams" is amended as follows;

"Associated Change Workstreams"	means the workstreams listed <u>below</u> , across which the <u>Associated Change Activities were divided in</u> paragraph 3.3.1 of Schedule B5, as further described in Part 1 of Annex 1 to Schedule B5; (a) <u>Service Desk Improvements</u> ; (b) <u>Next Day Engineering Service</u> ; (c) <u>Branch Network Changes</u> ; (d) <u>AP Clients Migrated to EDG</u> ; (e) <u>Branch router development</u> ; (f) <u>Branch Router Rollout</u> ; and (g) <u>Horizon counter PCI development</u> ;
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The definition of "Bureau Application" is amended as follows;

"Bureau Application"	means the <u>former B4.2-Horizon Application facility</u>
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	that provided the Bureau Service Business Capability referred to in (as applicable) paragraph 4.4 of Schedule B4.2 or paragraph 13 of Part 2 of Annex 2 to Schedule B5;
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The definition of "Contract Reversal Adjusted Charges" is removed;

"Contract Reversal Adjusted Charges"	shall have the meaning set out in paragraph 3.2 of Schedule A6;
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The definition of "Contract Reversal Initial Charge" is removed;

"Contract Reversal Initial Charge"	shall have the meaning set out in paragraph 3.1 of Schedule A6;
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The definition of "Debit Card" is amended as follows;

"Debit Card"	means the elements that support DC MoP, being, as applicable in accordance with this Agreement: (a) the Horizon Application referred to at (as applicable) paragraph 2.10 of Schedule B4.2 or paragraph 9 in Part 2 of Annex 2 to Schedule B5; or (b) as part of the Payment Management Business Capability;
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The definition of "Dependencies" is amended as follows;

"Dependencies"	means a Task to be performed by one Party upon which the performance of any other Task by the other Party depends, such Tasks being identifiable from the HNG X Programme Plan and further described, as at the date of signature of CCN1200, in Part 3 of Annex 1 to Schedule B5;
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The definition of "Development SAP Systems" is amended as follows;

"Development SAP Systems"	until 31 March 2014 shall have the meaning given to it in the "Data Centre Operations: Service Description" (SVM/SDM/SD/0003). From 1 April 2014 until 23:59 on the 4th October 2016 shall have the meaning given to it in the
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	<p><u>“POLSAP Applications Support Service: Service Description” (SVM/SDM/SD/2306);</u> <u>From 5th October 2016 shall have the meaning given to it in the “POLSAP Hosting Service, Service Description” (SVM/SDM/SD/2191)</u></p>
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The definition of "DVLA POME" is amended as follows;

<u>"DVLA POME"</u>	<p><u>means (as applicable) the an enquiry service formerly used by an Horizon Application to provide facilities now implemented as an HNG-X Application facility to provide the DVLA Licensing Business Capability described in paragraph 2.2.6 of Schedule B4.2 or paragraph 2.5 of Part 2 of Annex 2 to Schedule B5;</u></p>
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In respect of ceasing support for the TIP & EDG systems the definition of "EDG" is amended as follows;

<u>"EDG"</u>	<p><u>means Post Office's former external data gateway for routing Transaction data from the Infrastructure to Clients, this functionality has since migrated to PODG;</u></p>
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The definition of "Engineering Service" is amended as follows;

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

"EPOSS"	<p>means the <u>former</u> <u>Horizon Application</u> <u>facility</u> that <u>provided</u> <u>the</u> <u>Point of Sale Business Capability</u> referred to at (as applicable) paragraph 2.1 of Schedule B4.2 or paragraph 1 in Part 2 of Annex 2 to Schedule B5;</p>
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The definition of "ETU" or "ETU Application" is amended as follows;

"ETU" or "ETU Application"	<p>means <u>, as applicable in accordance with this Agreement:</u></p> <p>(a) <u>the Horizon Application referred to in (as applicable) paragraph 4.3 of Schedule B4.2 or paragraph 12 of Part 2 of Annex 2 to Schedule B5; and/or</u></p> <p>(b) <u>the Electronic Top-Up Business Capability;</u></p>
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The definition of "Final Period" is amended as follows;

"Final Period"	shall have the meaning set out in paragraph 2.4 of Schedules C1 or B4.4, as applicable;
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The definition of "Framework" is amended as follows;

"Framework"	means the Software referred to as such and identified in row 5 of Table 1 of Schedule B4.1 or row 3 of Table 4 of Schedule C3 (as applicable);
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The definition of "HNG-X Development" is amended as follows;

"HNG-X Development"	means all of the following work undertaken by Fujitsu Services pursuant to this Agreement: (a) all design, development and testing in accordance with <u>Project HNG-X Schedule B5 and Schedules B6.1 and B6.2, other than Associated Change Development</u> ; (b) all work and activities connected with achievement of HNG-X Initial Acceptance and HNG-X Final Acceptance; (c) resolution of HNG-X Medium Severity Acceptance Incidents and HNG-X Low Severity Acceptance Incidents outstanding following HNG-X Initial Acceptance and HNG-X Final Acceptance; (d) any work required in the three months after start of HNG-X Project Workstream X4 (HNG-X Application Roll Out)] to ensure that the functionality of the Business Capabilities and Support Facilities (other than the HNG-X User Interface and the Postal Services Business Capability) accords with the Business Equivalence Principles;
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The definition of "HNG-X Programme Plan" is amended as follows;

"HNG-X Programme Plan"	means the plan <u>under which for the fulfilment of each Party's obligations under this Agreement in relation to Project HNG-X and certain of the Associated Change Activities was delivered, the initial version of which at Level 2 (as at the date of</u>
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	signature of CCN1246) is set out in Part 2 of Annex 1 to Schedule B5, as the same is maintained and varied from time to time (as a plan, separate from Schedule B5) in accordance with the provisions of this Agreement and, in particular, Schedule B6.2;
--	--

The definition of "HNG-X Project Activities" is amended as follows;

"HNG-X Project Activities"	means those activities and obligations, performed and undertaken as part of Project HNG-X, that were required exclusively for the purposes of Project HNG-X has the meaning set out in paragraph 3.1.1 of Schedule B5 and further detailed in paragraph 3.2.1 of Schedule B5;
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The definition of "HNG-X Project Workstreams" is amended as follows;

"HNG-X Project Workstreams"	Means the workstreams listed <u>below</u> across which the HNG-X Project Activities were divided in paragraph 3.2.1 of Schedule B5, as further described in Part 1 of Annex 1 to Schedule B5; <u>X1 - HNG-X Application development and testing;</u> <u>X2 - Migrate Data Centre to HNG-X Configuration;</u> <u>X3 - HNG-X Pilot and Acceptance;</u> <u>X4 - HNG-X Application Rollout;</u> <u>X6 - Post Application ADSL Changes; and</u> <u>X7 - Decommission of Horizon equipment;</u>
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The definition of "Horizon Application" is amended as follows;

"Horizon Application"	means software which performeds or supporteds a specific business function at a Branch or in the Back Office and which operateds on the Horizon Service Infrastructure in the period up to 31st March 2015, including (without limitation): (a) those applications listed in (as applicable) Schedule B4.2 or Part 2 of Annex 2 to Schedule B5; or (b) any applications of a similar nature;
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The definition of "Horizon Audit Facility" is amended as follows;

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"Horizon Audit Facility"	means the <u>former</u> Horizon Application facility that <u>provided the Audit Support Facility</u> referred to at paragraph 2.8 of Schedule B4.2;
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The definition of "Horizon Central Infrastructure" is amended as follows;

"Horizon Central Infrastructure"	means <u>infrastructure used to provide the Services prior to the HNG-X Project</u> the <u>Horizon Initial Central Infrastructure and any additional hardware and software which is introduced prior to the occurrence of Trigger Point T5 (Data Centre Ready for HNG-X)</u> other than any hardware or software introduced pursuant to paragraph 2.4 of Schedule B4.3;
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The definition of "Horizon Initial Central Infrastructure" is removed;

"Horizon Initial Central Infrastructure"	shall have the meaning specified in paragraph 2.3 of Schedule B4.3;
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The definition of "Horizon Reconciliation Facility" is amended as follows;

"Horizon Reconciliation Facility"	means the <u>former</u> Horizon Application facility that <u>provided the Reconciliation Support Facility</u> referred to at paragraph 2.9 of Schedule B4.2;
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The definition of "Infrastructure Services" is amended as follows;

"Infrastructure Services"	means OPS and TMS (including, for the avoidance of doubt, the characteristics which are common to each as described in (as applicable) paragraph 6 of Schedule B4.3 or paragraph 4 of Part 1 of Annex 2 to Schedule B5), the provision of which shall ceased at Trigger Point T6 (Counter Application Rollout Complete);
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The definition of "LFS" is amended as follows;

"LFS"	means the <u>former</u> Horizon Application facility that <u>provided the Cash and Stock Management Business</u>
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	Capability referred to at (as applicable) paragraph 2.4 of Schedule B4.2 or paragraph 3 in Part 2 of Annex 2 to Schedule B5;
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The definition of "Liquidated Damages Threshold" or "LDT" is amended as follows;

"Liquidated Damages Threshold" or "LDT"	shall have the meaning given to it in (as applicable) paragraph 1.2.2 of Schedule C1 or paragraph 1.2.2 of Schedule B4.4;
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The definition of "Mails Administration Application" is amended as follows;

"Mails Administration Application"	means the <u>former</u> Horizon Application facility that <u>provided the Postal Services Business Capability referred to in (as applicable) paragraph 4.2 of Schedule B4.2 or paragraph 11 in Part 2 of Annex 2 to Schedule B5</u> ;
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The definition of "Mails Application" or "Mails" is amended as follows;

"Mails Application" or "Mails"	means the <u>former</u> Horizon Application facility that <u>provided the Postal Services Business Capability referred to in (as applicable) paragraph 4.1 of Schedule B4.2 or paragraph 10 in Part 2 of Annex 2 to Schedule B5</u> ;
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The definition of "NB Additional Time" is removed as follows;

"NB Additional Time"	shall have the meaning given to it in paragraph 1.6 of Annex 3 to Schedule B4.4;
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The definition of "NBS" is amended as follows;

"NBS"	means the <u>former</u> Horizon Application facility that <u>provided the Banking Business Capability referred to at (as applicable) paragraph 2.6 of Schedule B4.2 or paragraph 5 in Part 2 of Annex 2 to Schedule B5</u> ;
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The definition of "NBS Service Boundaries" is removed as follows;

"NBS Service Boundaries"	means the Service Boundaries of the NBS as referred to in Annex 3 to Schedule B4.4;
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The definition of "Non-Router Proportion" is amended as follows;

"Non-Router Proportion"	<p>means, in respect of each month, rolling four week period or week, as the context requires, the proportion calculated according to the following formula:</p> $\frac{(A - B)}{A}$ <p>where:</p> <p>(a) A is the total number (determined in accordance with paragraph 3.1 of Schedule D7) of 3G, 4 port routers due to be installed in Branches as part of Associated Change <u>Activities Workstream: Branch Router Rollout</u> (as referred to in paragraph 3.3.1 of Schedule B5); and</p> <p>(b) B is the aggregate number of 3G, 4 port routers installed in Branches by Fujitsu Services as part of Associated Change <u>Activities Workstream: Branch Router Rollout</u> by the end of the previous month, rolling four week period or week, as the context requires;</p>
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The definition of "OPS" is amended as follows;

"OPS"	<p>means the office platform service <u>which formerly provided Horizon Service Infrastructure to Branches described in (as applicable) paragraph 4 of Schedule B4.3 or paragraph 2 in Part 1 of Annex 2 to Schedule B5</u>;</p>
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The definition of "PAF Facility" is amended as follows;

"PAF Facility"	<p>means the former Horizon Application facility that <u>provided the PAF Support Facility shall have the meaning given to it in paragraph 7 of Schedule B4.2</u>;</p>
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In respect of ceasing support for the TIP & EDG systems the definition of "PODG" is amended as follows;

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"PODG"	means Post Office Data Gateway. It replaces EDG and is used to provide the Post Office Data Gateway Service;
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The definition of "POL Service Type" is amended as follows;

"POL Service Type"	means, in the period between the Amendment Date and Acceptance Point Z3, each of the items identified as a POL Service Type in paragraph 9 in Schedule B4.2 and thereafter each of the items identified as a POL Service Type in paragraph 8 in Schedule B3.2;
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In respect of ceasing support for the TIP & EDG systems the definition of "Post Office Service Environment" is amended as follows;

"Post Office Service Environment"	means TIP and the Post Office Reference Data System and until the POLSAP R1 Go Live Date, SAPADS;
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The definition of "Production SAP System" is amended as follows;

"Production SAP System"	until 31 March 2014 shall have the meaning given to it in the "Data Centre Operations: Service Description" (SVM/SDM/SD/0003). From 1 April 2014 until 23:59 on the 4 th October 2016 shall have the meaning given to it in the "POLSAP Applications Support Service: Service Description" (SVM/SDM/SD/2306); From 5 th October 2016 shall have the meaning given to it in the "POLSAP Hosting Service, Service Description" (SVM/SDM/SD/2191);
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The definition of "Purchase Point P1" is amended as follows;

"Purchase Point P1"	means the date on which, for the first time, there is a period of exactly six months from such date until the planned commencement date for rollout of Associated Change Workstream, A7 (Branch Router Rollout) (as adjusted from time to time in accordance with the provisions of Schedule B6.2);
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The definition of "Purchase Point P2" is amended as follows;

"Purchase Point P2"	means the date on which, for the first time, there is a period of exactly one month from such date until the planned date for Trigger Point T5 (as listed in Table 5 in Part 1 to Annex 1 of Schedule B5, as adjusted from time to time in accordance with the provisions of Schedule B6.2);
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The definition of "Purchase Point P3" is removed;

"Purchase Point P3"	means the date on which, for the first time, there is a period of exactly one month from such date until the planned commencement date for rollout of HNG-X Project Workstream X5 (Counter XP Rollout) (as adjusted from time to time in accordance with the provisions of Schedule B6.2);
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The definition of "Purchase Point P4" is amended as follows;

"Purchase Point P4"	means the date on which, for the first time, there is a period of exactly six months from such date until the planned commencement date for rollout of Associated Change Workstream, A7 (Branch Router Rollout) (as adjusted from time to time in accordance with the provisions of Schedule B6.2);
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The definition of "QA/Test SAP System" is amended as follows;

"QA/Test SAP System"	until 31 March 2014 shall have the meaning given to it in the "Data Centre Operations: Service Description" (SVM/SDM/SD/0003). From 1 April 2014 until 23:59 on the 4 th October 2016 shall have the meaning given to it in the "POL SAP Applications Support Service: Service Description" (SVM/SDM/SD/2306). From 5 th October 2016 shall have the meaning given to it in the "POL SAP Hosting Service, Service Description" (SVM/SDM/SD/2191);
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The definition of "Rectification Plan" is amended as follows;

"Rectification Plan"	shall have the meaning given to it in (as applicable)
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	paragraph 7.1 of Schedule B4.4 or paragraph 7.1 of Schedule C1, as applicable;
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The definition of "Reference Data Management Application" is amended as follows;

"Reference Data Management Application"	means the <u>former Horizon Application facility that provided the Reference Data Support Facility referred to at (as applicable) paragraph 2.7 of Schedule B4.2 or paragraph 6 in Part 2 of Annex 2 to Schedule B5;</u>
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The definition of "Santander Circuit" is amended as follows;

"Santander Circuit"	"Santander Circuit" means the communications link between the Data Centres and "Santander" as described in <u>paragraph 7.5 of Schedule B4.3 or paragraph 3.3.3 in Schedule B3.3 (as applicable);</u>
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The definition of "SAP Advanced Distribution System" is amended as follows;

"SAP Advanced Distribution System"	means the Post Office's <u>former advanced distribution system which became a part of the POLSAP Software as referred to in (as applicable) paragraph 2.4.1 of Schedule B4.2 or paragraph 2.11 of Schedule B3.2;</u>
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The definition of "Service Level Target" or "SLT" is amended as follows;

"Service Level Target" or "SLT"	shall have the meaning given to it in <u>(as applicable) paragraph 1.2.1 of Schedule B4.4 or paragraph 1.2.1 of Schedule C1;</u>
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In respect of ceasing support for the TIP & EDG systems the definition of "Sunguard Site" is removed;

"Sunguard Site"	means the site currently used by Sunguard Limited (whose registered office is 11 Bridewell Close, Mildenhall, Bury St Edmunds, Suffolk, IP28 7RB) at which it provides certain of business continuity services for the Post Office;
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The definition of "TESQA Availability" is removed as follows;

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"TESQA Availability"	shall have the meaning given to it in paragraph 2.1.1 of Annex 4 to Schedule B4.4;
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In respect of ceasing support for the TIP & EDG systems the definition of "TIP Gateway" is removed;

"TIP Gateway"	means the Fujitsu Services PC on Post Office premises upon which the Transaction data and Reconciliation and Settlement Reports are placed for extraction by Post Office;
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The definition of "TMS" is amended as follows;

"TMS"	means the transaction management service formerly provided as part of the Horizon Application and Horizon Services described in (as applicable) paragraph 5 of Schedule B4.3 or paragraph 3 in Part 1 of Annex 2 to Schedule B5;
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In respect of ceasing support for the TIP & EDG systems the definition of "Transaction Information Processing" or "TIP" is removed;

"Transaction Information Processing" or "TIP"	means the transaction information processing system developed and operated by Post Office;
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The definition of "Trigger Points" is amended as follows;

"Trigger Points"	means each of the events listed below, designated as a trigger point to be reached whilst migrating and transitioning the Services as a result of the HNG-X Project Activities and the Associated Change Activities in Table 5 in Part 1 of Annex 1 to Schedule B5 and, in relation to the Trigger Point Table, each of the events specified in that table; T1 - Amendment Date, the effective date of CCN 1200; T2 - Service Desk Change; T3 - Engineering Service Change Complete; T4 - Wigan/Bootle Decommissioned; T5 - Data Centre Ready for HNG-X; T6 - Counter Application Rollout Complete; and T7 - HNG-X Bedding in Period Complete;
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Schedule A4 – Policies and Standards

Paragraph 2.4.6 is amended as follows;

2.4.6 Fujitsu Services' rights and obligations

(a) Fujitsu Services shall process Personal Data in accordance with the instructions of each Data Controller which are as set out in the applicable provisions of the CCDs listed:

- (i) in the case of the Horizon Applications, in Schedule B4.2 and the CCDs referred to in Schedule B4.2; and
- (ii) in the case of Business Capabilities and Support Facilities, in Schedule B3.2 and the CCDs referred to in Schedule B3.2,

that deal with such processing (or as may be agreed under the Change Control Procedure).

(b) Fujitsu Services shall obtain no rights of any nature in Personal Data.

(c) Personal Data shall not be mechanically copied or otherwise reproduced by Fujitsu Services and shall not be altered or supplemented with other data except to the extent necessary to comply with the provisions of this Agreement.

(d) So far as this Agreement requires or as may be agreed under the Change Control Procedure, Fujitsu Services shall arrange for the prompt and safe return of all Personal Data together with all copies thereof which are under Fujitsu Services' control to Post Office or the relevant Data Controller.

(e) Fujitsu Services shall destroy or dispose of Personal Data in accordance with the applicable provisions of this Agreement.

Schedule A5 – Post Office Responsibilities

Annex C and Annex D of this Schedule, which documented obligations held at various stages before the completion of Project HNG-X, are both removed in their entirety.

Schedule A6 – Funding Condition

In respect of removing former responsibilities from the Agreement this Schedule, which documented obligations held by the Parties at various stages during Project HNG-X, is removed in its entirety.

Schedule B2 – Business Continuity

In respect of ceasing support for the TIP & EDG systems Paragraph 4 is amended as follows;

4. Removed by CCN1648b FAILOVER TO SUNGUARD SITE

4.1 Notwithstanding anything to the contrary in this Schedule B2 or the CCD entitled "HNG-X Business Continuity Framework" (SVM/SDM/SIP/0001)) until such time as:

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4.1.1 fully operational standby systems have been installed by Post Office or its contractors at the Sunguard Site; and

4.1.2 Fujitsu Services' access to those systems has been established and tested, there will be no fail-over capability to the Sunguard Site required for the links between the Data Centres and the EDG at the Huthwaite site in the event of failure of those links or the Huthwaite site.

Schedule B3.2 – Business Capabilities and Support Facilities

Paragraph 1.1 is amended as follows;

1.1 This Schedule records and specifies the Business Capabilities and Support Facilities which are provided to Post Office ~~from the start of HNG-X Project Workstream X3 (HNG-X Pilot and Acceptance)~~. Prior to start of Trigger Point T5 (Data Centre Ready for HNG-X), the provisions of Schedule B4.2 shall apply.

In respect of ceasing support for the TIP & EDG systems paragraph 3.5.2 is amended as follows;

3.5.2 Outbound batch files contain data originating from Business Capabilities that are:

3.5.2.1 produced in accordance with the relevant AIS;

3.5.2.2 directed to the EDG in accordance with the CCD entitled "Automated Payments Interface Specification – EDG / DES" (CR/IFS/002). Files transferred to the EDG may have arisen from live operations or may have arisen from operational testing associated with the In/Out Payment Business Capability.

Schedule B3.3 – HNG-X Telecommunications Infrastructure

Paragraph 1.1.1 is amended as follows;

1.1.1 This Schedule B3.3 records and specifies the HNG-X Service Infrastructure that shall be provided by Fujitsu Services in order to deliver the Business Capabilities and Support Facilities described in Schedule B3.2 ~~from Trigger Point T5 (Data Centre Ready for HNG-X)~~. Prior to Trigger Point T5 (Data Centre Ready for HNG-X), the provisions of Schedule B4.3 shall apply.

Schedule B4.2 – Existing Applications

This Schedule, which documented the Horizon Applications used to provide the Services before Project HNG-X, is removed in its entirety.

Schedule B4.3 – Existing Central and Telecommunications Infrastructure

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This Schedule, which documented the Infrastructure and Infrastructure Services provided before Project HNG-X, is removed in its entirety.

Schedule B4.4 – Existing Service Levels

This Schedule, which documented the Service Levels applied to the Services before and during Project HNG-X, is removed in its entirety.

Schedule B5 – Transition and Migration

This Schedule, which documented the activities, workstreams, dependencies and trigger points of the HNG-X Programme Plan, is removed in its entirety.

Schedule B6.1 – HNG-X Business Requirements

Rows 1, 2, 4, 6, 8 and 11 of the table of CCDs associated with the Schedule, in paragraph 7.2 are amended as follows;

1	<u>SU/IFS/027 Removed by CCN1648b</u>	Kent Meters/GEC Meters “Watereard” Payment System Card Data Encryption Specification
2	<u>SU/IFS/028 Removed by CCN1648b</u>	GEC Meters Ltd “Watereard” Budget Prepayment System Transaction Terminal Outline Requirements
4	<u>SU/IFS/034 Removed by CCN1648b</u>	POCL Token Technology Specification GEC Watereard
6	<u>SU/IFS/024 Removed by CCN1648b</u>	A Point of Sale Supporting the Quantum Application Utilising the POCL Secure DLL
8	<u>CR/SPE/023 Removed by CCN1648b</u>	Automated Payments Client Specification – Siemens Metering Ltd
11	<u>BP/SPE/042 Removed by CCN1648b</u>	Mails Definition

Rows 3, 7, 9 and 10 of the table in paragraph 1 of Annex 2 are amended as follows;

3	Watercard	Watercard comprises a smart token processed as part of the Automated Payments Service and is referenced in section 2.2.3(e)(ii) of Schedule B4.2. It is defined via the following <u>former CCDs, since agreed to be withdrawn by CCN1200: -</u>	<input type="checkbox"/> SU/IFS/027 - Kent Meters/GEC Meters “Watercard” Payment System Card Data
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		<p>Encryption Specification;</p> <ul style="list-style-type: none"> <input type="checkbox"/> SU/IFS/028 - GEC Meters Ltd - "Watercard" Budget Prepayment System Transaction Terminal Outline Requirements; <input type="checkbox"/> SU/IFS/034 - POCL Token Technology Specification GEC Watercard. 	
7	Quantum	<p>Quantum comprises a smart token processed as part of the Horizon Automated Payments Service and is referenced in section 2.2.3 (e) (i) of Schedule B4.2.</p> <p>It is defined via the following former CCDs, since agreed to be withdrawn by CCN1200: -</p> <ul style="list-style-type: none"> <input type="checkbox"/> SU/IFS/024 - A Point of Sale Supporting the Quantum Application Utilising the POCL Secure DLL; <input type="checkbox"/> CR/SPE/023 - Automated Payments Client Specification - Siemens Metering Ltd; 	
9	Mails Application	<p>The Mails Application is described in paragraph 4.1 of Schedule B4.2 and in the former CCD entitled "Mails Definition" (BP/SPE/042), since withdrawn by CCN1294d.</p>	
10	Talexus	<p>Talexus comprises a smart token processed as part of the Automated Payment Service and is referenced in paragraph 2.2.3 (e) (iii) of Schedule B4.2. Post Office's ability to deploy Talexus via CCN 798 will not be carried forward to the HNG-X System.</p>	

Schedule B6.2 – HNG-X Design and Build

Paragraph 9.2 is amended as follows;

9.2 The HNG-X Programme Plan maintained by Fujitsu Services shall comprise three Levels. The Level 2 elements of the HNG-X Programme Plan, as at the date of signature of CCN1246, was formerly agreed as part of this Agreement but has since been removed since the programme has concluded are set out in Part 2 of Annex 1 to Schedule B5.

Paragraph 9.8 is amended as follows;

9.8 The initial version of the HNG-X Programme Plan at Level 2 (as set out in Part 2 of Annex 1 to Schedule B5) will be baselined at the date of signature of CCN1246 such that any changes to costs, effort and timescales could be managed in accordance with this Schedule B6.2.

Paragraph 9.9 is amended as follows;

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9.9 Part 1 of Annex 1 to Schedule B5 (excluding the diagram) contains references to certain dates in the initial version of the HNG-X Programme Plan, for the key milestones and touchpoints between Fujitsu Services and Post Office or third parties for the delivery of Project HNG-X and the Associated Changes, were formerly agreed as part of this Agreement but have since been removed since the programme has concluded.

Paragraph 13.1 is amended as follows;

13.1 Changes to scheduling of, or the effort required for, Tasks or Development Dependencies that the Parties consider will not cause the 108.5 Band to be exceeded and to which paragraph 13.5 does not apply shall require the written agreement of both Parties at HNG-X Authority Level 1 (such agreement not to be unreasonably withheld by either Party) and shall take effect immediately upon that written agreement.

Changes to scheduling of, or the effort required for, Tasks or Development Dependencies that the Parties consider will cause the 108.5 Band to be exceeded and to which paragraph 13.5 does not apply shall be dealt with under the Change Control Procedure. All changes that impact any of the dates set out in the HNG-X Programme Plan for any of the key milestones and touchpoints listed in Part 1 of Annex 1 to Schedule B5 (excluding the diagram) will be managed under the Change Control Procedure. The Parties agree that Part 1 of Annex 1 to Schedule B5 need not be updated to reflect changes made subsequently to the HNG-X Programme Plan and that the HNG-X Programme Plan shall have precedence over the dates in that Annex.

The text under the heading of Annex 1 - HNG-X PROGRAMME PLAN: LEVEL 3 ELEMENTS is amended as follows;

{For illustrative purposes only} For the avoidance of doubt, the latest agreed plan is at Schedule B5 Annex 1 Part 2.

Schedule B6.3 – HNG-X Acceptance Process

Paragraph 2.2.1 is amended as follows;

2.2.1 A series of HNG-X Acceptance Gateways exists for the HNG-X Acceptance Process. The HNG-X Acceptance Gateways are each numbered but such numbering does not imply that the HNG-X Acceptance Gateways must be achieved in strict sequential order. The series of numbered HNG-X Acceptance Gateways for HNG-X is stated below, with the corresponding “Z#” point (as defined in Schedule B5) stated alongside:.

Schedule D1 – Charges

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Paragraph 5.9 is amended as follows;

5.9 If following notice given by Post Office and development of an alternative approach in accordance with row A4 in Table 2 of Annex 1 to Schedule B5 any of the Client systems referred to in paragraph 5.8 shall not have been migrated to the EDG by the date of completion of HNG-X Project Workstream X2 (Migrate Data Centre to HNG-X configuration), the Services introduced by CCN (as listed in the CCN Service List) related to those Client systems shall continue and, with effect from that date, the Charges for those Services set out in the CCN Service List shall be payable by Post Office to Fujitsu Services until the relevant Client systems have been migrated to the EDG.

Annex B Operational Charges Table

In respect of ceasing support for the TIP & EDG systems the following amendment is made, as agreed in CT2543a;

Commencing on 1st September 2018, subtract from the Central Network Service, Fixed Charges the amount of £4,582.68 per month for each of the following Financial Years, or part Financial Years, ending 31st March 2019, 31st March 2020, 31st March 2021, 31st March 2022 and 31st March 2023.

In respect of ceasing support for the MoneyGram service the following amendment is made, as agreed in CT2543a;

Commencing on 1st September 2018, subtract from the Third Line Software Support Service, Fixed Charges the amount of £2,435.72 per month for each of the following Financial Years or part Financial Years, ending 31st March 2019, 31st March 2020, 31st March 2021, 31st March 2022 and 31st March 2023.

Commencing on 1st September 2018, subtract from the Service Management Service, Fixed Charges the amount of £1,238.15 per month for each of the following Financial Years or part Financial Years ending 31st March 2019, 31st March 2020, 31st March 2021, 31st March 2022 and 31st March 2023.

Annex C Trigger Point Table

The heading of the second column in the table is amended as follows;

Trigger Point (Code given in Schedule B5, Annex 1, Part 1)

Annex E Variations in Monthly Charges

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In respect of ceasing support for the TIP & EDG systems and the MoneyGram service the following entries to the table are added;

Number of CCN.	Row Changed in Annex B (Description)	Value (£) of Change	Effective Date of Change
CCN1648b	Central Network Service, Fixed Charges	-£4,582.68	<u>1st September 2018</u>
CCN1648b	Third Line Software Support Service, Fixed Charges	-£2,435.72	<u>1st September 2018</u>
CCN1648b	Service Management Service, Fixed Charges	-£1,238.15	<u>1st September 2018</u>

Schedule G – Fujitsu Support Applications and Specified Third Party Software

In respect of ceasing support for the TIP & EDG systems the following rows in the table in Annex A are removed as follows;

AGT_TT_EDG	Track & Trace EDG Agents	Fujitsu Configuration software
FTMS_EDG_LOC_CONF	FTMS EDG Local Configuration	Fujitsu Configuration software
FTMS_EDG_LOC_D1_MIG_TEST	Data Centre Preparation Configuration	Fujitsu Configuration software
FTMS_EDG_LOC_MIG_CONF	Weekend B FTMS Service Start up / Configuration	Fujitsu Configuration software
FTMS_EDG_LOC_MIG_PREP	Data Centre Preparation Configuration	Fujitsu Configuration software
FTMS_EDG_LOC_MIG_TEST	Data Centre Preparation Configuration	Fujitsu Configuration software
FTMS_EDG_Rem_CONF	FTMS EDG Remote Configuration	Fujitsu Configuration software
FTMS_EDG_Rem_MIG_PREP	Data Centre Preparation Configuration	Fujitsu Configuration software

Revision of Wording in Service Description CCDs**CCD SVM/SDM/SD/0003 – Data Centre Operations Service: Service Description**

Table 1 in paragraph 2.3.4.2 is amended as follows;

CCN1648a	FUJITSU RESTRICTED COMMERCIAL IN CONFIDENCE	Ref: PGM/CHM/TEM/0002
		Version: V2.0
		Date: 03-JUN-2013
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Table 1: Data Delivery: APS to PODG

Description	SLT	Liquidated Damages Formula
Failure to deliver files to PODG by 23:59 of the AP Client Delivery Day, per SLT Calendar Year	<=2(*)	Number of Transactions in the non delivered PODG data file x 1.8746p(**)

(*) No more than two days on which Fujitsu fails to deliver all of the APS files by 23:59 of the AP Client Delivery Day per calendar year

(**) 1.8746p is the baseline figures at the start of the HNG-X contract (Trigger Point is 18th September 2009 in for the Financial year ending March 31st 2009/10) hence and will be uplifted annually by RPI as per the Agreement.

In respect of removing former responsibilities from the Agreement Table 2 in section 2.3.4.3 is amended as follows;

Table 2: Data Delivery Branch to POLSAP- Outbound LFS

Description	SLT	Liquidated Damages Formula
LFS pouch delivery data file delivery failures per SLT Calendar Year	<=3(*)	<p>liquidated damages = $(L - (0.01 * T)) * £4.873.72$ (**) or zero if the result of that calculation is negative, where:</p> <p>L = the number of times (summed for all Branches) that a pouch delivery confirmation entered at a Branch before 19.00 has been delivered to POLSAP after 08:00 the next day; and</p> <p>T = the number of times (summed for all Branches) that a pouch delivery confirmation has been entered at a Branch before 19.00.</p> <p>For the purposes of L and T, each delivery will have a single confirmation, whether that delivery comprises one pouch or multiple pouches.</p>

(*) No more than three days on which Fujitsu fails to deliver all of the LFS pouch delivery data files by 08:00 on day B per calendar year.

(**) £4.873.82p is the baseline figures at the start of the HNG-X contract (Trigger

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Point is 18th September 2009 in for the Financial Year ending March 31st 2009/10) hence and will be uplifted annually by RPI as per the Agreement.

In respect of ceasing support for the MoneyGram service the following row in Table 18 in paragraph 2.9.1.1 is amended as follows;

<ul style="list-style-type: none"> • Automated Payments Outpay; (APOP) • Bureau Service • Web Services Including MoneyGram; • Logistics Feeder Service (LFS); • Automated Payment Service (APS) • Department of Vehicle Licensing Authority – Post Office MOT Enquiry • Electronic Top-ups Service • Postal Address File (PAF) service • Transaction Enquiry Service (TES) • Track and Trace • PODG • Collect & Return Web Service 	Within 2 to 5 hours
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In respect of ceasing support for the MoneyGram service the following row in Table 19 and in paragraph 2.10 is removed;

CS/OLA/062	Operational Level Agreement for MoneyGram
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CCD SVM/SDM/SD/0004 – Horizon Online 3rd Line Application Support Service: Service Description

In respect of the expiry of the Branch Network Service and section 1.1(j) is amended as follows;

- 1.1 HNG-X services
- (j) ~~Engineering Service~~ Removed by CCN1648b;

CCD SVM/SDM/SD/0012 – Central Network Service: Service Description

In respect of ceasing support for the TIP & EDG systems paragraph 1.1(d) is amended as follows;

- (d) the Wide Area Network (WAN) and remote Local Area Network (LAN) for connecting the HNG-X Data Centres to some Post Office Clients;
- ? One connection to each of 2 x DVLA Data Centres for Motor Vehicle Licenses.

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- ? One connection to each of 2 x Santander Data Centres for Network Banking.
- ? One connection to each of 2 x EPay Data Centres for Mobile Phone Top ups.
- ~~? One connection to each of 2 x 3MCogent/Phoenix Data Centres for Application, Enrolment and Identity (AEI).~~
- ~~? Two connections to RMG/CSC Northern (Huthwaite) Data Centre for Track & Trace, EDG, TIP, POLSAP and Collect & Returns traffic.~~
- ~~? One connection to RMG/CSC Sungard Data Centre (business continuity location for TIP).~~
- ? Connections to 2 x Transaction Network Services Data Centres from where Post Office Ltd have arranged for onward Debit Card transaction routing to HSBC Merchant Acquirer.

Revisions of Other CCDs**CCD ARC/SEC/ARC/0001 – Security Constraints**

References to constraints in relation to the Horizon (pre-HNG-X) solution in paragraphs 1 and 6.2 are removed.

CCD ARC/SEC/ARC/0003 – HNG-X / HNG-A Architecture – Security Architecture

In respect of ceasing support for the MoneyGram service references to MoneyGram transactions as examples of the processing of personal data in paragraph 3.1.2.1 will be removed.

CCD CR/IFS/002 – Automated Payments Interface Specification - EDG / DES

In respect of ceasing support for the TIP & EDG systems this application interface document is withdrawn.

CCD PA/PER/033 – HNG-X Capacity Management and Business Volumes

In respect of ceasing support for the MoneyGram service references to business volumes relating to MoneyGram in paragraph 3.1.2 and in paragraph 3.18 are to be removed.

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

The provisions of Schedule D1 (Charges) will be amended as set out above.

NEW CCDs and/or CRDs: N/A

Reference	Title	Approved Version & Date

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AMENDED CCDs and/or CRDs:			
Reference	Title	Previous Version & Date	Approved Version & Date
ARC/SEC/ARC/0001	Security Constraints	3.0 15/03/2017	4.0 2 months after CCN approval
ARC/SEC/ARC/0003	HNG-X / HNG-A Architecture — Security Architecture	6.0 12/07/2017	7.0 2 months after CCN approval
CR/IFS/002	Automated Payments Interface Specification - EDG / DES	1.0 18/05/2004	Withdrawn
SVM/SDM/SD/0003	Data Centre Operations Service: Service Description	6.0 29/11/2016	7.0 2 months after CCN approval
SVM/SDM/SD/0004	Horizon Online 3 rd Line Application Support Service: Service Description	5.0 24/05/2013	6.0 2 months after CCN approval
SVM/SDM/SD/0012	Central Network Service: Service Description	9.0 10/05/2018	10.0 2 months after CCN approval
PA/PER/033	HNG-X Capacity Management and Business Volumes	12.0 18/04/2018	13.0 2 months after CCN approval
Policies and Standards: N/A			
Service Levels (including any Service Level relief required):			
The amendments to Service Level Targets in CCD SVM/SDM/SD/0003, "Data Centre Operations Service: Service Description", above are hereby repeated here.			
P.O. Ltd Responsibilities: N/A			
Other: This CCN1648b replaces CCN1648a submitted on 19 th January 2021, and withdrawn by the submission of this CCN1648b.			

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CHANGE CONTROL NOTE

ID: PWY_CCN_1648 CCN:1648b Create Date: 30-NOV-2018 08:33:34
Status: APPROVED Originator: Ken.Westfield

Title:

Changes to the Agreement to reflect the ceasing of services related to MoneyGram and TIP & EDG , plus additional clean-up.

Main Description:

Related Parts

0 PWY:CCN.A;1 Ken.Westfield
(CHANGE_MANAGEMENT)
Change Control Notes

4 PWY:CD_ATTACH.A;1 Ken.Westfield
(CHANGE_MANAGEMENT)
Change Document Attachments

Related Items

Affected

4 PWY:CCN_1648_1-CDATTACH.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1648_1.xlsx)
CCN1648 â€“ Supporting Data â€“ NOT TO BE SUBMITTED

Related Child Change Documents:

Related Parent Change Documents:

Dependent PWY_CP_6753 CLOSED Rosie Bacon (BACONRE)
HNG-X/HNGA CP2196 Decommission of BNS and CMT components

Dependent PWY_CT_2543 CLOSED Rosie Bacon (BACONRE)
Consolidated Decommissioning: BNS, MoneyGram and TIP & EDG systems

Dependent PWY_CP_6643 CLOSED Rosie Bacon (BACONRE)
HNG-X CP2086 - Fujitsu MoneyGram redundant connection service decommission

Dependent PWY_CP_6627 CLOSED Rosie Bacon (BACONRE)
CP2070 - Decommissioning of TIP & EDG systems and removal of Sungard equipment

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Action Messages

Action Number: 4 Date Dec 03 2018 13:52:34 By: Ken.Westfield

CCB Actions Update – Mtg 958 – Monday 3rd December 2018:

Action 1 – CCN updated after reviews by Commercial, Legal and A Kemp. Action complete
Action 2 – Finance agreed updated CCN which is now submitted. Action complete

Action Number: 4 Date Dec 03 2018 13:53:22 By: Ken.Westfield

CCB Minutes – Mtg 958 – Monday 3rd December 2018:

Ratifications:

CCB Actions

- CWO0036 – SalesForce - SFTP - PODG - Connect Direct - Bank of Ireland file transfer
- CWO0051 – PayZone Integration for BG Legacy PPM and Bill Payment - PODG Consultancy
- CCN1648 – Changes to the Agreement to reflect the ceasing of services related to MoneyGram and TIP & EDG and Expiries of the Branch Network Service and the CMT Service.

Management:

- Change Note to CWO0030b - Change to Banking Threshold on Horizon to CFS Interface for Deposit Transactions

ChM presented the changes progressed during the previous week to CCB for ratification explaining the background to the changes and the rationale for their presentation. CCB had no issue and upheld the submissions.

Action Number: 4 Date Feb 2 2021 08:54:29 By: Michael Reynolds

CCB Meeting 1037 – 1st February 2021 – Ratifications

Management:

- CCN1648a – Changes to the Agreement to reflect the ceasing of services related to MoneyGram and TIP & EDG , plus additional clean-up.
- CCN1648b – Changes to the Agreement to reflect the ceasing of services related to MoneyGram and TIP & EDG , plus additional clean-up.

The above changes were presented to CCB for ratification and were agreed.

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Action History

1 30-NOV-2018 08:33:34 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Document created

2 30-NOV-2018 08:33:44 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from RAISED to COMMERCIAL REVIEW

3 30-NOV-2018 08:33:48 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from COMMERCIAL REVIEW to READY TO SUBMIT

4 30-NOV-2018 08:33:54 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from READY TO SUBMIT to SUBMITTED

5 12-FEB-2021 08:48:33 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Actioned document from SUBMITTED to APPROVED

Update History

0 30-NOV-2018 08:33:34 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CCN.A;1

4 03-DEC-2018 13:52:34 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Added action description

4 03-DEC-2018 13:53:22 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Added action description

4 05-FEB-2019 13:44:55 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1648_1-CDATTACH.A-CDATTACH;1 (Affected)

4 05-FEB-2019 13:44:55 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Related Design Part PWY:CD_ATTACH.A;1

4 19-JAN-2021 16:42:16 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited

4 19-JAN-2021 16:46:31 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated

4 19-JAN-2021 16:48:15 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated

4 22-JAN-2021 14:27:26 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Detailed description edited

4 22-JAN-2021 14:29:22 Ken.Westfield **GRO**
WESTFIELDK Chg Mgmt
Request attribute(s) updated

4 02-FEB-2021 08:54:29 Michael Reynolds **GRO**

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REYNOLDSM2	Cust Serv-
Added action description	
4 12-FEB-2021 08:47:12	Ken.Westfield GRO
WESTFIELDK	Chg Mgmt
Request attribute(s) updated	
4 12-FEB-2021 08:48:33	Ken.Westfield GRO
WESTFIELDK	Chg Mgmt
Request attribute(s) updated	

Archived Attribute Information

----- END OF CHANGE CONTROL NOTE PWY_CCN_1648 -----