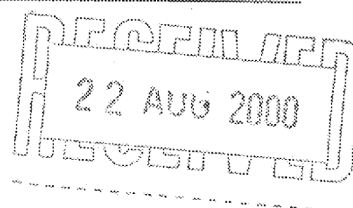


CIRCULATION: NATIONAL EXECUTIVE COUNCIL

A/3 PC NW 06 01



Mr C Baker
General Secretary
National Federation of Sub Postmasters
Evelyn House
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Post Office Counters Ltd

our ref: CB18600
21 August 2000

Dear Colin

Since writing to you earlier today we have held our meeting with ICL Pathway to review readiness to begin the pilot on the new software release, CSR+.

We have taken the decision to proceed with the data centre migration next weekend subject to confirmation from ICL Pathway that they have robust plans in place to fix an intermittent problem around preservation of data when swapping faulty kit out on some multi-position counter terminals, and no new issues emerging in remaining tests next week.

We expect the first pilot offices, 285 existing sites, to start on the new release in week commencing 4 September. They will be followed by 20 newly migrating offices who will receive the new CSR+ user training in advance of this becoming more widely available in early October. During the final week of the pilot, namely 25 September, we will transfer over another 600 existing offices before pausing for a week to review experiences. When we resume on 9 October a further 1500 offices will be upgraded. At this stage have built in another review to confirm we can handle high volumes before proceeding to complete the remaining migrations at the rate of up to 600 offices a night. We are endeavouring to convert all existing CSR offices by 13 November and certainly before the end of November. Outlets will be notified in advance on an individual basis of their planned migration date.

Yours sincerely

GRO

PP Don Grey
National Horizon Roll out Project Manager

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For a sample **GRO**

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