

Addressee

10th September 2008

Dear

Further to my previous correspondence, I am writing to confirm that the go-live date for Release 2 of our SAP system (which includes the replacement of our Domestic Connections and Disconnections systems) will be 1st October 2008.

Roll Out Strategy

The replacement of our internal system will be phased geographically over 4-5 weeks starting 1st October 2008 therefore some jobs will continue to be raised in legacy systems until this phased roll-out process is complete.

All jobs already in progress at this point will continue to be processed within our existing systems and not transferred into the new system.

Soon after (dates to be confirmed) the Self Service B2B Web Application will be available for our business customers to process new requests. You have been identified as a business customer who is likely to be interested in using the B2B Application and we will confirm further details as soon as we are able to.

Cutover

A shut down of the current mysap billing system for a period of 7 working days is necessary to allow the upgrade of the existing billing system to incorporate the replacement of our existing QS & DDD systems to take place. This shut down period will commence at 5.00pm on 19th September 2008.

During this time we will still be able to process your payments including BACS/CHAPS however no down payment invoices will be produced. On the 1st October 2008 the system will allow us to allocate the payments to the jobs and will subsequently release the down payment invoices.

The production of quotations and processing of orders and planned jobs during this period will be unaffected.

Confirmation of timescales, allocation of licences and training for the B2B Web Application will be communicated as soon as available. If however in the meantime you have any queries please contact Sue Phillips by email: sue.x.phillips@uk.ngrid.com or at the above address.

Yours faithfully,

Paul Holland
Financial Controller, Order to Cash, Shared Services