

| <i>Team Name</i> | <i>Desk manager</i> | <i>Desk team leader</i> | <i>Desk phone number</i> | <i>Customer name</i>          | <i>Aligned Service delivery manager</i> | <i>Desk coverage</i> | <i>Weekend coverage</i> | <i>Bank holiday coverage</i> |
|------------------|---------------------|-------------------------|--------------------------|-------------------------------|---|----------------------|-------------------------|------------------------------|
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Centrex                       | Izzy Hibbert                            | 09:00-17:00          | Yes                     | Yes                          |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | COMPUTACENTER                 | Graham Harris                           | 08:00-17:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Coputacenter SSE              | Graham Harris                           | 08:00-17:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | CXM - KYC                     | Paul Dewsnap                            | 09:00-18:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | CXM LMI - Tech (IMA)          | Paul Dewsnap                            | 09:00-18:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | CXM - Sight And Sound         | Paul Dewsnap                            | 09:00-18:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | CXM TALECH- Tech (IMA)        | Paul Dewsnap                            | 09:00-18:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | CXM - Tech (IMA)              | Paul Dewsnap                            | 09:00-18:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | ITS                           | Sabrina Johnson                         | 08:00-17:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Stone                         | Carl Owen                               | 09:00-17:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | PayPoint - MFG Installations  | Izzy Hibbert                            | 08:00-17:00          | Yes                     | Yes                          |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | PayPoint Network_Collections  | Izzy Hibbert                            | 08:00-17:00          | Yes                     | Yes                          |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | PAYPOINT NETWORK Ltd - (IMA)  | Izzy Hibbert                            | 08:00-17:00          | Yes                     | Yes                          |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Paypoint - RDP - (IMA) Tech   | Izzy Hibbert                            | 08:00-17:00          | Yes                     | Yes                          |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | PayPoint Unscheduled          | Izzy Hibbert                            | 08:00-17:00          | Yes                     | Yes                          |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Symec (IMA) Tech              | Sabrina Johnson                         | 09:00-17:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Symec Mitchell & Butler       | Sabrina Johnson                         | 09:00-17:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Symec Sainsburys / Argos      | Sabrina Johnson                         | 09:00-17:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Symec Technologies Limited    | Sabrina Johnson                         | 09:00-17:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Symec Technologies Ltd Rascal | Sabrina Johnson                         | 09:00-17:00          | Yes                     | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Symec Travis Perkins (IMA)    | Sabrina Johnson                         | 09:00-17:00          | Yes                     | No                           |

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| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | TCS M&S (IMA)                 | Justine King                            | 09:00-17:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Cognizant                     | Sabrina Johnson                         | 09:00-17:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Verifone UK (IMA)             | Mick Pemberton                          | 09:00-18:00          | Yes                     | Yes                          |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | First Technology              | Sabrina Johnson                         | 09:00-18:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Rhenus                        | Martyn Stevenson                        | 09:00-17:00          | No                      | No                           |
| Team A           | Sabrina Johnson     | Stacey Barlow           | 0203 356 7646            | Iansyst                       | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | ALV: ATOS ISS                 | Carl Owen                               | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | ALV: ATOS National Grid       | Carl Owen                               | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Carousel (IMA) Tech           | Carl Owen                               | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | CDW DWP                       | Izzy Hibbert                            | 08:00-18:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | CDW Ltd                       | Izzy Hibbert                            | 08:00-18:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Concorde - AHG                | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | DHL - RBSg (IMA) Tech         | Izzy Hibbert                            | 08:00-19:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Diebold Nixdorf Banking       | Justine King                            | 08:00-18:00          | Yes                     | Yes                          |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | EPAY Limited                  | Martin Algar                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | ESP GLOBAL SERVICES LTD (IMA) | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | ESP Global Services Ltd       | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Fujitsu Global                | Martin Algar                            | 08:00-18:00          | Yes                     | Yes                          |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Fujitsu UK                    | Martin Algar                            | 07:00-19:00          | Yes                     | Yes                          |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | ALV: GE Medical Systems Ltd   | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | HP CDS LTD                    | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |

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|------------------|---------------------|-------------------------|--------------------------|--|---|----------------------|-------------------------|------------------------------|
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Herbert Retail (IMA)                     | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | ALV: Jade Solutions Ltd (now Renovotec ) | Izzy Hibbert                            | 09:00-17:00          | Yes                     | Yes                          |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | National Grid                            | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | NDA                                      | Carl Owen                               | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Smart Capital                            | No Aligned SDM                          | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | Technology Services Group                | Izzy Hibbert                            | 09:00-17:00          | No                      | No                           |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | ALV: Zetes Ltd IMA                       | Izzy Hibbert                            | 09:00-17:00          | Yes                     | Yes                          |
| Team C           | Makeba Date         | Charlotte Griffiths     | 0203 356 7647            | TCS VIRGIN MEDIA 02                      | Justine King                            | 09:00-17:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Back Care Solutions                      | Dave Jones                              | 08:00-19:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | HCL - Barclays                           | Paul Dewsnap/Justine King               | 08:00-18:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | SCC - Countrywide                        | No Aligned SDM                          | 08:00-18:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | SCC - Breakfix                           | No Aligned SDM                          | 08:00-18:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | HCL - Network Rail                       | Justine King                            | 08:00-18:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Retail Response-McColls                  | Martin Algar                            | 08:00-18:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Retail Response-WHSmith                  | Martin Algar                            | 08:00-18:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Secure Retail                            | Martin Algar                            | 08:00-19:00          | Yes                     | Yes                          |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Consillion                               | Martin Algar                            | 08:00-18:00          | No                      | No                           |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Vista Retail Support Limited             | Martin Algar                            | 08:00-19:00          | Yes                     | Yes                          |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Pret TechMahindra UK BAU                 | Graham Harris                           | 08:00-19:00          | Yes                     | Yes                          |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Cocktails Machine                        | Izzy Hibbert                            | 08:00-19:00          | Yes                     | Yes                          |
| Team D           | Shahriar Alom       | Satya Metha             | 0203 356 7270            | Unisys BT                                | Paul Dewsnap                            | 08:00-19:00          | No                      | No                           |

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|------------------|---------------------|-------------------------|--------------------------|---|---|----------------------|-------------------------|------------------------------|
| Posturite        | Shahriar Alom       | Satya Metha             | 0203 356 7627            | Posturite Limited                         | Dave Jones                              | 08:00-19:00          | No                      | No                           |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | AMI Education                             | Carl Owen                               | 08:00-17:00          | No                      | No                           |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | Hemmersbach - PM Kits                     | Carl Owen                               | 08:00-17:00          | No                      | No                           |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | Xerox (UK) Technical                      | Carl Owen                               | 08:00-18:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR - BOOTS                               | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR - FLEX Outsourcing                    | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR - Morrisons                           | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR Ltd Catalina                          | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR - Sainsburys (Kronos Clock Exchanges) | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR Argos - Tape Media                    | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR Boots & Argos                         | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR Sainsburys Print                      | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | NCR Voice - Sainsburys                    | Dave Jones                              | 08:00-17:00          | Yes                     | Yes                          |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | Renovotech (Datatrade)                    | Carl Owen                               | 08:00-17:00          | No                      | No                           |
| Print Support    | Sabrina Johnson     | Eve Oosthuizen          | 0203 356 7690            | The DEOS Group                            | Carl Owen                               | 08:00-17:00          | No                      | No                           |
| Unisys Dell      | Amy Owen            | Danils Mozgins          | 0203 356 7694            | Unisys Dell                               | Paul Dewsnap                            | 08:00-17:00          | No                      | No                           |