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| CHANGE CONTROL NOTICE (CCN) |
| Contract Title: | Contract for the Provision of Provision of ITSM HelpDesk Solution CA  |
| Contract Reference: | CCS021A51 | Contract Change Number: | 1 |
|  Date CCN issued: | 29 October 2022 | Date Change Effective from: | 30 October 2022 |
| Between: The Crown Commercial Services (CCS) (The Customer) and ZenDesk Inc. (The Supplier)1. The Contract is varied as follows:
	1. Exercising the option to the first (1) of two (2) possible 6-month extensions, therefore Crown Commercial Service would like to take up the inclusive extension. The contract extension value **REDACTED TEXT under FOIA Section 43 Commercial Interests,** extension dates, 30 October 2022, to 29 April 2023 (inclusive).
	2. The new spend to date being Current Spend to date **REDACTED TEXT under FOIA Section 43 Commercial Interests**.
	3. Total Contract Value £95,619.29 (ex VAT) Inclusive of all extension options.
	4. There is no change in scope of the requirement.
2. Words and expressions in this Change Control Notice shall have the meanings given to them in the Contract.
3. The Contract, including any previous Contract changes, authorised in writing by both Parties, shall remain effective and unaltered except as amended by this Change Control Notice.
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|  Change authorised to proceed by: (Customer’s representative): **REDACTED TEXT under FOIA Section 40, Personal Information****REDACTED TEXT under FOIA Section 40, Personal Information**02/11/22  Signature Print Name and Job Title Date |
| **REDACTED TEXT under FOIA Section 40, Personal Information****REDACTED TEXT under FOIA Section 40, Personal Information**11/7/2022Authorised for and on behalf of the Supplier:  Signature Print Name and Job Title Date |
| 11/9/2011**REDACTED TEXT under FOIA Section 40, Personal Information****REDACTED TEXT under FOIA Section 40, Personal Information**Authorised for and on behalf of the Customer: Signature Print Name and Job Title Date |