



Network Rail
The Quadrant MK
Elder Gate
Milton Keynes
MK9 1EN

31 January 2020

Dear Sentinel Sponsor,

I am writing to inform you that the Sentinel card price will increase with effect from 1st April 2020.

The price will rise from £40 per annum to £47 per annum.

This revised price includes the additional £7 per year contribution for the National Skills Academy for Rail. This remains unchanged and will continue to be recovered as part of the total card price.

The Sentinel card price has remained unchanged since April 2017, whilst system support costs have risen on an annual basis. We have introduced a number of mid-life system upgrades across this period, with more planned and also dealt with the need to enhance the system to meet changing Data Protection legislation. This price increase will allow us to continue supporting the system as a service, maintaining and enhancing functionality and tailoring Sentinel to meet the needs of different user groups across the industry.

The billing mechanism will remain as it is currently; you will continue to be invoiced quarterly in arrears for the users that you primarily sponsor. The first invoice that you will receive for the new amount will be in the first quarter of the next financial year, to be issued on 30th June 2020.

The card price will be reviewed on an annual basis to ensure that we are only recovering enough to maintain a high level of service at a fair price. This has been our ethos since the introduction of Sentinel II in 2013, delivering a cost-effective solution for the industry which delivers value for money.

For any enquiries regarding this increase and/or our services, please do not hesitate to contact the Sentinel team at: sentinelcommunications@networkrail.co.uk

I look forward to your continued support.

Yours faithfully

A handwritten signature in blue ink, appearing to read "Allan Spence".

Allan Spence
Head of Corporate Passenger & Public Safety and Sentinel Senior Responsible Officer