

## Microsoft Enterprise Services Work Order

Work Order Number  
(Microsoft Affiliate to complete)

**THEI - 427428**

This Work Order consists of the terms and conditions below, and the provisions of the **Microsoft Business and Services Agreement** reference **U5950965**, effective as of **30/01/2018** (the "Agreement"), the provisions of the Unified Enterprise Support Services Description applicable to the Professional Services identified in this Work Order, and any attachments or exhibits referenced in this Work Order, all of which are incorporated herein by this reference. In this Work Order "Customer," "you," or "your" means the undersigned customer or its affiliate and "Microsoft", "we," "us," or "our" means the undersigned Microsoft affiliate.

By signing below the parties acknowledge and agree to be bound to the terms of this Work Order, the Agreement and all other provisions incorporated in them. This Work Order is effective as of the date that Microsoft signs this Work Order. Regardless of any terms and conditions contained in a purchase order, if any, the terms of this Work Order apply.

Customer	Microsoft Affiliate
Name of Customer (please print)	Name
<b>The Insolvency Service</b>	<b>Microsoft Limited</b>
Signature	Signature
Name of person signing (please print)	Name of person signing (please print)
Title of person signing (please print)	Title of person signing (please print)
Signature date	Signature date(effective date)

Name of Customer or its Affiliate that executed the Agreement (if different from Customer above)

*Crown Commercial Service*

Does Customer issue or require a Customer purchase order for the payment of Microsoft Services?  
[        ] **Yes** or [        ] **No**

If "No" is selected above, Customer represents and warrants that it does not require purchase order(s) be submitted to Microsoft for payment of the Microsoft Services Fees listed herein. Customer will not withhold payment of Microsoft's invoice due to the absence of a purchase order reference.

If no purchase order is required, Customer must complete "Customer invoice information" below and ensure it is accurate or revised in a timely manner. Further, the below "Customer invoice information" must be completed prior to: (a) Customer signing this Work Order; and (b) Microsoft invoicing Customer.

Customer invoice information		
Name of Customer The Insolvency Service		Contact Name (Receives invoices under this Work Order) [REDACTED] <b>REDACTED</b>
Street Address Level 3, Cannon House, 18 Priory Queensway		Contact E-Mail Address [REDACTED] <b>REDACTED</b>
City Birmingham	State/Province	Phone
Country United Kingdom	Postal Code B4 6BS	Fax

## 1. Support Services and Fees.

### 1.1. Term.

Microsoft Enterprise Support Services will commence on **01/07/2023** (the "Support Commencement Date") and will expire on **30/06/2024** (the "Support Expiration Date").

### 1.2. Description of the Services.

Please refer to the current Unified Support Services Description ("USSD") which will be incorporated by reference and is published by Microsoft from time to time at [www.microsoft.com/unified-support-services-description](http://www.microsoft.com/unified-support-services-description). Microsoft may update the support services you purchase under this agreement from time to time, provided that the level of support services you purchase will not materially decrease during the current Term.

### Services by Support Location

Unified Enterprise Support-2023-24 United Kingdom 01/07/2023 - 30/06/2024		
Quantity	Service	Service Type
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast
Included	Reactive Enabled Contacts	Problem Resolution Support

Unified Proactive Services Add on   Unified Proactive Svcs Enterprise-2023-24 United Kingdom 01/07/2023 - 30/06/2024		
Quantity	Service	Service Type
1 x	Custom Proactive Onsite 1	Custom Proactive - Maintain
245 x	Proactive Credits	Proactive Credits
Included	Service Delivery Management Extended	Service Delivery Management
2 x	Workshop - Generic 3 Day - Open Workshop	WorkshopPLUS

### 1.3. Support Services Fees.

The items listed in the table above represent the services that Customer has pre-purchased for use during the term of this Work Order, and applicable fees are shown in the table below. Microsoft Support Services are a non-refundable, prepaid service.

Before Microsoft commences or continues provision of Microsoft Support Services, Microsoft must receive a signed copy of this Work Order and Customer's payment, purchase order or, if applicable, completed Customer invoice information above. Microsoft will invoice Customer, and Customer agrees to pay Microsoft within **30 calendar days** of the date of Microsoft invoice.

Microsoft reserves the right to adjust Microsoft fees prior to entering into any changes to the Microsoft Support Services ordered herein.

Services Summary	Billing Date	Fee GBP (excl. VAT)
Unified Enterprise Support Base 01/07/2023 to 30/06/2024	01/07/2023	REDACTED
1 x Custom Proactive Onsite 1 engagement 2 x 3-day Generic Open Workshops 245 x Proactive Credits for Proactive Microsoft IP engagements	01/07/2023	REDACTED
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED
<b>Total Fees (excluding taxes)</b>		<b>£153,270.00</b>

Billing Schedule	Billing Date	Fee GBP (excl. VAT)
Unified Enterprise	01/07/2023	£153,270.00
<b>Total Fees (excluding taxes)</b>		<b>£153,270.00</b>

#### Support for Microsoft Products

Microsoft will provide support for Customer's licensed, commercially released, and generally available Microsoft products, and cloud services subscriptions purchased by Customer or Customer's Affiliate: i) under the licensing enrollments and agreements, as indicated in Appendix A; and ii) during the Term of this Work Order. Such products and subscriptions exclude those purchased by any party that is not Customer's Affiliate as of the Support Commencement Date.

#### 1.4. Customer Named Contact(s).

Any changes to the named contacts should be submitted to Microsoft Contact.

Name of Customer Support Service Administrator REDACTED		
Street Address 21 Bloomsbury Street		Contact E-Mail Address REDACTED
City London	State/Province	Phone
Country United Kingdom	Postal Code WC1B 3SS	Fax

## 2. Microsoft Professional Services Data Protection Addendum and Confidentiality.

"Professional Services Data" means all data, including all text, sound, video, image files, or software, that are provided to Microsoft by, or on behalf of, Customer (or that Customer authorizes Microsoft to obtain from an Online Service) or otherwise obtained or processed by or on behalf of Microsoft through an engagement with Microsoft to obtain Professional Services.

The data protection terms applying to Professional Services in effect on the effective date of this Work Order and available at <https://aka.ms/eswodpa> are incorporated herein by this reference.

For liability arising out of either party's confidentiality obligations relating to Professional Services Data provided under this Work Order, each party's maximum, aggregate liability to the other is limited to direct damages finally awarded in an amount not to exceed the amounts Customer paid for the applicable Professional Services under this Work Order.

## 3. Microsoft Contact

Customer contact for questions and notices about this Work Order.

Microsoft Contact Name <b>REDACTED</b> [REDACTED]	
Phone <b>REDACTED</b> [REDACTED]	Contact E-Mail Address <b>REDACTED</b> [REDACTED]

## Appendix A

As of the Support Commencement Date, below is a list of your declared licensing enrollments and agreements for which Microsoft will provide support services as defined within this Work Order.

Customer Name	Licensing Program	Licensing Enrollment/Agreement Number/Billing Account ID
INSOLVENCY SERVICE	Enterprise Subscription 6	47199297
INSOLVENCY SERVICE	Enterprise 6	78429417