

Microsoft Enterprise Services Work Order

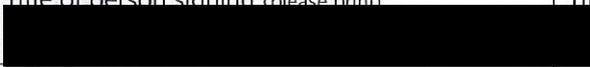
(For Microsoft Internal Purposes Only)

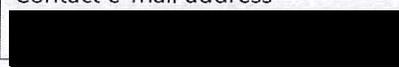
MSL Number

TUBE-37464

This Work Order consists of the terms and conditions below, and the provisions of the Microsoft Services Agreement (SA) reference 71V00326, Effective as of 23rd October 2006 (the "Agreement"), the provisions of the Description of Services 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.

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 order. Regardless of any terms and conditions contained in any purchase order, the terms of this Work Order apply.

Customer	Microsoft Affiliate
Name of Customer (please print) Tubelines Limited	Name Microsoft Limited
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 30/4/15	Signature date (effective date)

Customer invoice information		
Name of Customer Tubelines Limited	Contact name (Receives invoices under this Work Order) 	
Name of Customer or Affiliate that executed the Agreement Transport For London		
Street address 	Contact e-mail address 	
City Greater London	State/Province Greater London	Phone 
Country United Kingdom	Postal code 	Fax

1. Support Services and Fees

1.1. Term.

The Premier support services will commence on 27th April 2015 (the "Support Commencement Date") and will expire on 30th November 2016 (the "Support Expiration Date").

1.2. Description of the Services.

Please refer to the Enterprise Services Description of Services ("Description of Services") published by Microsoft from time to time at www.microsoft.com/en-us/microsoftservices/services_description.aspx. The Description of Services in effect on the effective date of this Work Order will apply to the services specified in this section.

Services by Support Location

United Kingdom	YEAR 1
<ul style="list-style-type: none">• Support Account Management (TAM)• [REDACTED] hours Support Assistance (Proactive)• [REDACTED] hours Problem Resolution Support (Reactive)• Microsoft Premier Online	
United Kingdom	YEAR 2
<ul style="list-style-type: none">• Support Account Management (TAM)• [REDACTED] hours Support Assistance (Proactive)• [REDACTED] hours Problem Resolution Support (Reactive)• Microsoft Premier Online	

1.3. Support Services Fees.

The items listed in the table above represent the services that you have pre-purchased for use during the term of this Work Order, and applicable fees are shown in the table below. Premier support is a non-refundable, prepaid service. We must receive your purchase order or payment before we commence or continue, as applicable, provision of Premier support services. If you issue a purchase order, we will invoice you, and you agree to pay us within 30 calendar days of the date of our invoice. We reserve the right to adjust our fees prior to entering into any changes to the Premier support services ordered herein.

Services Summary	Billing Date	Fee
United Kingdom	27 th April 2015	[REDACTED]
Total Fees (excluding taxes)		[REDACTED]

Pricing for additional hours mid term

Additional Proactive or Support Assistance Hours (includes provision for Account Management)	[REDACTED] with a minimum of 50 hours.
Additional Problem Resolution Support Hours (includes provision for Account Management)	[REDACTED] with a minimum of 50 hours.

1.4. Customer Named Contacts.

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

Name of your Customer Support Manager (CSM)		
[REDACTED]		
Street Address		Contact e-mail address
1 Canada Square		[REDACTED]
City	State/Province	Phone
London	London	[REDACTED]
Country	Postal code	Fax
United Kingdom	E14 5DY	

2. Microsoft Contact

Your contact for questions and notices about this Work Order.

Microsoft contact name	
[REDACTED]	
Phone	Contact e-mail address
[REDACTED]	[REDACTED]