

Microsoft Enterprise Services Work Order

(For Microsoft Internal Purposes Only)

MSL Number



This Work Order consists of the terms and conditions below, and the provisions of the Microsoft Business and Services Agreement (MBSA) reference Effective as of **01st May 2009** (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) HM Treasury | Name Microsoft Limited |
| Signature | Signature |
| Name of person signing (please print) | Name of person signing (please print) |
| Title of person signing (please print) CIO & HEAD OF INFORMATION & COMMUNICATIONS TECHNOLOGY SOLUTIONS | Title of person signing (please print) ACCOUNT EXECUTIVE |
| Signature date 23/12/15 | Signature date (effective date) 22 DEC 2015 |

| Customer invoice information | | |
|--|--|-----------|
| Name of Customer HM Treasury | Contact name (Receives invoices under this Work Order) | |
| Name of Customer or Affiliate that executed the Agreement Buying Solutions | | |
| Street address 1 Horse Guards Road | Contact e-mail address | |
| City London | State/Province | Phone |
| Country United Kingdom | Postal code SW1A 2HQ | Fax |

1. Support Services and Fees

1.1. Term.

The Premier support services will commence on **1st January 2016** (the "Support Commencement Date") and will expire on **31st December 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

| |
|---|
| Premier Support for Enterprise |
| Country: United Kingdom |
| Service Delivery Management (SDM): |
| Service Delivery Management Standard |
| Reactive Services: |
| ● hours Problem Resolution Support (PRS) |
| ● hours Designated Support Engineering |
| Assess: |
| 1 x Offline Assessment |
| 1 x Offline Assessment |

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 (GBP) |
|-------------------------------------|------------------|-------------------|
| Support Location – United Kingdom | 1st January 2016 | £94,190.00 |
| Total Fees (excluding taxes) | | £94,190.00 |

Pricing for additional hours: mid term

| | |
|--|--|
| Additional Proactive or Support Assistance Hours (includes provision for Account Management) | ● - Per hour, with a minimum of ● hours. |
| Additional Problem Resolution Support Hours (includes provision for Account Management) | ● - Per hour, with a minimum of ● 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 Horse Guards Road | | [REDACTED] |
| City | State/Province | Phone |
| London | | [REDACTED] |
| Country | Postal code | Fax |
| United Kingdom | SW1A 2HQ | |

2. Microsoft Contact

Your contact for questions and notices about this Work Order:

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

