

12.2.4 Changes to the milestones shall only be made in accordance with the Variation procedure as set out in Clause CO-21 and provided that the Supplier shall not attempt to postpone any of the milestones using the Variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a milestone by the relevant milestone date).]

**12.3 Service Levels**

Please refer to Service Definition.

<https://assets.digitalmarketplace.service.gov.uk/documents/92736/5633638121078784-service-definition-document.pdf>

**13. COLLABORATION AGREEMENT**

In accordance with Clause CO-20 of this Call-off Agreement, the Customer does not require the Supplier to enter into a Collaboration Agreement.

**BY SIGNING AND RETURNING THIS ORDER FORM THE SUPPLIER AGREES** to enter a legally binding contract with the Customer to provide the G-Cloud Services. The Parties hereby acknowledge and agree that they have read the Call-Off Terms and the Order Form and by signing below agree to be bound by the terms of this Call-Off Agreement.

**For and on behalf of the Supplier:**

Name and Title	Matt Long
Position	[REDACTED]
Signature	[REDACTED]
Date	September 9, 2015

**For and on behalf of the Customer:**

Name and Title	Helen Gibson (MCC)
Position	[REDACTED]
Signature	[REDACTED]
Date	17/9/15