Microsoft Enterprise Services Work Order

Work Order Number

(Microsoft Affiliate to complete)

REDACTED

This Work Order consists of the terms and conditions below, and the provisions of the Microsoft Services Agreement reference REDACTED, effective as of 01/04/2008 (the "Agreement"), the provisions of the Support and Consulting 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) **Department For Education**	Name **Microsoft Limited**
Signature	Signature
	Name of person signing (please print)
Name of person signing (please print) Saghir Akbar	
Title of person signing (please print) Deputy Director Cloud Infrastructure and Platforms	Title of person signing (please print)
Signature date 18.03.2021	Signature date(effective date)

Name of Customer or its Affiliate that executed the Agreement (if different from Customer above)
Department for Children Schools and Families

Does Customer issue or require a Customer purchase order for the payment of Microsoft Services?

[x] 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 **Department For Education**		Contact Name (Receives invoices under this Work Order) Huw Evans	
Street Address DfE General Cheylesmore House, Quinton Road		Contact E-Mail Address REDACTED	
City Coventry	State/Province	Phone REDACTED	
Country United Kingdom	Postal Code CV1 2WT	Fax	

1. Support Services and Fees.

1.1.   Term.

Microsoft Enterprise Support Services will commence on **05/04/2021** (the "Support Commencement Date") and will expire on **04/04/2022** (the "Support Expiration Date").

1.2.   Description of the Services.

Please refer to the current Support and Consulting Services Description ("SCSD") which will be incorporated by reference and is published by Microsoft from time to time at www.microsoft.com/en-us/microsoftservices/support-consulting-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

REDACTED		
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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.

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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 enrolments 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
Huw Evans

Street Address		Contact E-Mail Address	
20 Great Smith Street		REDACTED	
City	State/Province	Phone	
London		REDACTED	
Country	Postal Code	Fax	
United Kingdom	SW1P 3BT		

2. Restrictions

Customer must not (and is not licensed to) (1) reverse engineer, decompile or disassemble any Product, Fix, or Services Deliverable; (2) install or use non-Microsoft software or technology in any way that would subject Microsoft's intellectual property or technology to obligations beyond those included in any other license terms; or (3) work around any technical limitations in a Product, Fix or Services Deliverable or restrictions in Product documentation. Except as expressly permitted in this Work Order or Product documentation, Customer must not (and is not licensed to) (1) separate and run parts of a Product or Fix on more than one device, upgrade or downgrade parts of a Product or Fix at different times, or transfer parts of a Product or Fix separately; or (2) distribute, sublicense, rent, lease, lend, or use any Products, Fixes, or Services Deliverables, in whole or in part, or use them to offer hosting services to a third party.

3. 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 Microsoft Professional Services Data Protection Addendum in effect on the effective date of this Work Order and available on the Volume Licensing Site at https://aka.ms/ProfessionalServicesDPA is incorporated herein by this reference.

Limitations or exclusions in the Agreement that apply to the limitation of liability arising out of either party's confidentiality obligations will apply to Professional Services Data in the same manner that they apply to Customer Data.

4. Microsoft Contact

Customer contact for questions and notices about this Work Order.

Microsoft Contact Name	
Karen Ward	
Phone	Contact E-Mail Address
REDACTED	REDACTED

Appendix A

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

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