

Microsoft Premier Support Services Description Schedule: Fee and Named Contacts

(Microsoft Affiliate to complete)
Premier Support Services Description Number
 (Microsoft Affiliate to complete)
Schedule Number

001384888
REN_001384888

This Schedule is made pursuant to the Microsoft Premier Support Services Description identified above (the "**Services Description**"). The terms of the Services Description and applicable Exhibits are incorporated herein by this reference and by accepting Our performance of Services under this Schedule You agree to be bound by these terms. Any terms not otherwise defined herein will assume the meanings set forth in the Agreement and the Services Description. Regardless of any terms and conditions contained in any purchase order, the terms of this Schedule apply.

By signing below the parties acknowledge and agree to be bound to the terms of the Services Description.

<i>Customer</i>	<i>Microsoft Affiliate</i>
Name of Customer (please print) City of Ann Arbor	Name Microsoft Corporation
Signature	Signature
Name of person signing (please print)	Name of person signing (please print)
Date	Date

<i>Term</i>
This Schedule will commence on <u>06/01/2015</u> (the "Commencement Date") and will expire on <u>05/31/2018</u> (the "Expiration Date").

1. PREMIER SUPPORT SERVICES AND FEES. The quantities listed in the table below represent the amount of Services that You have pre-purchased for use during the term of this Schedule and applicable fees.

a. Fee Summary

Services Summary	Year 1 Price (US\$)	Year 2 Price (US\$)	Year 3 Price (US\$)	Total Price (US\$)
Country: United States	\$45,536	\$46,447*	\$47,376**	
Total Amount Due	\$45,536	\$46,447	\$47,376	\$139,359

* The 2% increase (over Year 1) has been factored into the pricing for Year 2 for budgeting purposes only. You will be billed the prevailing (i.e. then current) price (as of the Commencement Date of Year 2), or the amount shown above, whichever is lower.

** The 2% increase (over Year 2) has been factored into the pricing for Year 3 for budgeting purposes only. You will be billed the prevailing (i.e. then current) price (as of the Commencement Date of Year 3), or the amount shown above, whichever is lower.

b. Services by Support Location

Both Customer and Microsoft understand that there may be travel requirements for performing services under this Services Description. For any travel expenses that may arise in connection with this SD, Customer agrees that any travel and other expenses incurred by Microsoft may be decremented from the Support Assistance hours.

Country : United States (PSfE Foundation)
Year 1-3 <ul style="list-style-type: none">• Up to 80 hours Service Delivery Management• Up to 40 hours for Problem Resolution Support or Remote Support Assistance• 1 RAP as a Service Plus (RaaS+) based on any current technology available at the time of scheduling• 1 User Subscription to the Workshop Library On-Demand• 2 days of Custom Proactive Onsite

* All registration requirements for Workshops and Events must be completed by You no later than 60 days prior to the expiration date of this Fee and Named Contacts Schedule(s).

2. MICROSOFT CONTACT

Microsoft Contact: Contact for questions and notices about this Schedule and the Services Description:

Microsoft Contact Name: Isaac Kattan
Address: Microsoft Corporation (Attn: Isaac Kattan)
v-iskat@microsoft.com
Phone: 800-427-7031
Fax: 425-708-4166

3. CUSTOMER NAMED CONTACTS

- a. **Premier Customer Named Contacts:** Any subsequent changes to the Named Contacts should be submitted to the Services Resource by the CSM.

Existing contacts will be carried forward from the previous Term.