

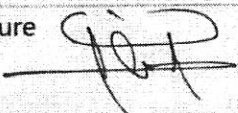
Microsoft Enterprise Services Work Order

Work Order Number
(Microsoft Affiliate to complete)

6LBN233-412081-516313

This Work Order consists of the terms and conditions below, and the provisions of the Microsoft Business and Services Agreement (MBSA) reference U7313784, effective as of 18/01/2010 (the "Agreement"), the provisions of the Unified Enterprise Support 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) Banque Du Liban	Name Microsoft Lebanon SARL
Signature 	Signature
Name of person signing (please print) ALI KASSEM	Name of person signing (please print)
Title of person signing (please print) Deputy Director	Title of person signing (please print)
Signature date 1/12/2022	Signature date (effective date)
Name of Customer or its Affiliate that executed the Agreement (if different from Customer above)	

Does Customer issue or require a Customer purchase order for the payment of Microsoft Services?
[] Yes [X] 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 Banque Du Liban		Contact Name (Receives invoices under this Work Order) Ali Nahle
Street Address Banque Du Liban Building, Banque Du Liban Street, Masraf Lubnan street		Contact E-Mail Address anahle@bdl.gov.lb
City Beirut	State/Province	Phone 009611750000
Country Lebanon	Postal Code 115544	Fax

1. Support Services and Fees

1.1.Term.

The Premier support services will commence on 05/12/2022 (the "Support Commencement Date") and will expire on 04/12/2025 (the "Support Expiration Date").

1.2.Description of the Services.

Please refer to the current Unified Support Services Description ("USSD") which will be incorporated by reference and is published by Microsoft from time to time at www.microsoft.com/unified-support-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

Year1-Unified Enterprise Support-2022-23 Lebanon 05/12/2022 - 04/12/2023		
Quantity	Service	Service Type
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast
Included	Reactive Enabled Contacts	Problem Resolution Support

Year1-Unified Proactive Services-2022-23 Lebanon 05/12/2022 - 05/12/2023		
Quantity	Service	Service Type
300 ea	Proactive Credits	Proactive Credits
Included	Service Delivery Management Extended	Service Delivery Management

Year2-Unified Enterprise Support-2023-24 Lebanon 05/12/2023 - 04/12/2024		
Quantity	Service	Service Type
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As-needed	Problem Resolution Support

Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast
Included	Reactive Enabled Contacts	Problem Resolution Support

Year2-Unified Proactive Services-2023-24 Lebanon 05/12/2023 - 04/12/2024		
Quantity	Service	Service Type
300 ea	Proactive Credits	Proactive Credits
Included	Service Delivery Management Extended	Service Delivery Management

Year3-Unified Enterprise Support-2024-25 Lebanon 05/12/2024 - 04/12/2025		
Quantity	Service	Service Type
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast
Included	Reactive Enabled Contacts	Problem Resolution Support

Year3-Unified Proactive Services-2024-25 Lebanon 05/12/2024 - 04/12/2025		
Quantity	Service	Service Type
300 ea	Proactive Credits	Proactive Credits
Included	Service Delivery Management Extended	Service Delivery Management

1.3.Support Services Fees.

The items listed in the table above represent the services that Customer has 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 and prepaid at year one and subsequent anniversaries of the Commencement Date . 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 60 calendar days of the date of Microsoft invoice.

Microsoft reserves the right to adjust Microsoft fees prior to entering into any changes requested by Customer to the Microsoft Support Services ordered herein. Any modified fees will be documented in an amendment to this Work Order.

Services Summary	Year 1	Year 2	Year 3	Total
	(2022-2023)	(2023-2024)	(2024-2025)	USD
Appraised Product Spend	592,809	592,809	592,809	1,778,427
Microsoft Unified Enterprise Support Service fees	101,903	102,461	103,032	307,396
Subtotal	101,903	102,461	103,032	307,396
Flex Allowance	(25,000)	(25,000)	(25,000)	(75,000)
Total Fees (excluding taxes)	76,903	77,461	78,032	232,396

Billing Schedule	Billing Date	Fee USD
Unified Support Payment (3 Years)	05/12/2022	232,396
Total Fees (excluding taxes)		232,396

Payment can be made by customer in the local currency and it must equal to the 232,396 USD fees indicated herein based on an announced exchange rate from \$ USD to LBP/LL by the Central Bank of Lebanon in effect as of the date of invoice issuance. Customer agrees that if invoices are not paid within the 60 days Microsoft has the right to provide the most current FX rate.

The preceding terms shall not establish any precedent, nor will this Work Order be used as a basis to seek or justify similar terms in any subsequent engagement between Microsoft and Customer.

*The Microsoft Support Services fees described above are based on a tiered rate structure along with the total amount paid to Microsoft each year for Customer's validly licensed, commercially

released and generally available Microsoft products, and cloud services subscriptions as identified in Appendix A of this Work Order (collectively, the "Appraised Product Spend") to calculate Customer's Microsoft Support Services fees for the Term of this Work Order.

Prior to each anniversary, Microsoft will evaluate Customer's total spend over the preceding annual period ("Actual Product Spend") and compare it to the Customer's Appraised Product Spend identified in the table above. If Customer's yearly Actual Product Spend has increased by more than five percent (5%) over the preceding annual period, the Microsoft Support Services fees as described in the Service Summary table above, will increase for the subsequent year based on the tiered rate schedule described in the "Microsoft Unified Support – Rate Table" table below. The tiered rate schedule will not exceed the "Microsoft Unified Support – Rate Table". Microsoft will also invoice Customer for the difference between the Microsoft Support Services fees above and the re-calculated Microsoft Support Services fees, and Customer agrees to pay Microsoft such additional amounts within Sixty (60) calendar days of the date of Microsoft's invoice.

Microsoft Unified Support – Rate Table			
Unified Enterprise Support package	Server	User	Cloud (Azure)
Year 2 (2023-2024 Support Term) Rate %	10 %	8 %	10 %
Year 3 (2024-2025 Support Term) Rate %	10 %	8 %	10 %

1.4.Customer Named Contacts.

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

Name of Customer Support Service Administrator Ali Nahle		
Street Address Banque Du Liban Building, Banque Du Liban Street, Masraf Lubnan street		Contact E-Mail Address anahle@bdl.gov.lb
City Beirut	State/Province	Phone 009611750000
Country Lebanon	Postal Code 11-5544	Fax

2. Use, ownership, rights, and restrictions.

2.1. Products.

"Product" means all products identified in the Product Terms, such as all Software, Online Services and other web-based services, including pre-release or beta versions. Product availability may vary by region. "Product Terms" means the document that provides information about Microsoft Products available through volume licensing. The Product Terms document is published on the Volume Licensing Site (<http://www.microsoft.com/licensing/contracts> or successor site) and is updated from time to time.

All products and related solutions provided under this Work Order will be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Customer is responsible for paying any licensing fees associated with Products.

2.2. Fixes

"Fixes" means Product fixes, modifications, enhancements, or their derivatives, that Microsoft either releases generally (such as service packs), or that Microsoft provides to Customer when performing Professional Services (all support, planning, consulting and other professional services or advice, including any resulting deliverables provided to Customer under this Work Order, to address a specific issue. "Professional Services" means Product support services and Microsoft consulting services provided to Customer under this Work Order. "Professional Services" or "services" does not include Online Services, unless specifically noted.

Fixes are licensed according to the license terms applicable to the Product to which those Fixes relate. If the Fixes are not provided for a specific Product, any other use terms Microsoft provides with the Fixes will apply.

2.3. Pre-existing Work.

"Pre-existing Work" means any computer code or other written materials developed or otherwise obtained independent of this Work Order.

All rights in Pre-existing Work shall remain the sole property of the party providing the Pre-existing Work. Each party may use, reproduce and modify the other party's Pre-existing Work only as needed to perform obligations related to Professional Services.

2.4. Services Deliverables.

"Services Deliverables" means any computer code or materials, other than Products or Fixes that Microsoft leaves with Customer at the conclusion of Microsoft's performance of Professional Services. Upon payment in full for the Professional Services, Microsoft grants Customer a non-exclusive, non-transferable perpetual, fully paid-up license to reproduce, use and modify the Services Deliverable, solely in the form delivered to Customer and solely for Customer's internal business purposes, subject to the terms and conditions of this Work Order.

2.5. Affiliates' rights.

"Affiliate" means any legal entity that a party owns, that owns a party, or that is under common ownership with a party. "Ownership" means, for purposes of this definition, control of more than a 50% interest in an entity.

Customer may sublicense the rights contained in this subsection relating to Services Deliverables to its Affiliates, but Customer's Affiliates may not sublicense these rights and Customer's Affiliates' use must be consistent with the license terms contained in this Work Order.

2.6. Restrictions on use.

Customer must not (and must not attempt 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 this Work Order; or (3) work around any technical limitations in the Products or Services Deliverables or restrictions in Product documentation. Except as expressly permitted in this Work Order, Customer must not (1) separate and run parts of a Product on more than one device, upgrade or downgrade parts of a Product at different times, or transfer parts of a Product separately; or (2) distribute, sublicense, rent, lease, lend, or use any Product, Fix, or Services Deliverable to offer hosting services to a third party.

2.7. Reservation of rights.

All rights not expressly granted are reserved to Microsoft.

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 Roger Maalouf	
Phone +9613324341	Contact E-Mail Address roger.maalouf@microsoft.com

Appendix A

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

Customer Name	Licensing Program	Licensing Enrollment/Agreement Number/Billing Account ID
BANQUE DU LIBAN	Enterprise 6	55750007
BANQUE DU LIBAN	Enterprise 6	83044570
BANQUE DU LIBAN	Enterprise 6	87752235
BANQUE DU LIBAN	Enterprise 6	89844504