



V1

Framework 1 2026

SUPPLIER TERMS

between

PLACR LIMITED

and

<CUSTOMER NAME>

for the provision of

TRANSPORTAPI SERVICES

under

G-CLOUD 15

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Schedule 1: Description of services

Services offered under this Agreement

A Key features of the Services

- Managed services provided from the TransportAPI platform in these key features A
- Scalable API delivery from TransportAPI Managed Services for the term in B below
- Product upgrades for Managed Services as detailed in C below
- Product enhancements/ Custom Projects (if included in D below)
- Support included in the Managed Service as detailed in E below

Product details are in this [Schedule 1](#)

Product definitions for the Managed service endpoints are given in [Schedule 2](#)

Service Level Agreement is given in [Schedule 3](#)

Customer Licence is in [Schedule 4](#)

B Contract Term

The Managed Services will be offered for the period set out in the Call-off contract

C Product upgrades

Any general upgrades to the TransportAPI Managed Service released during the contract Term are included in the Services offered in this Agreement at no extra cost.

D Product enhancements and Custom Projects to be delivered during contract Term

This text to be replaced with the details of any Product enhancements or Custom projects agreed with <CUSTOMER NAME> plus details of pricing and payments schedules

OR

N/A

E Detailed specifications for the Services

E1 Product deliverables

E1.1a TransportAPI service levels

TransportAPI is available in Core and Platinum service levels, which are differentiated by the volume of data delivered. The specific features of each service level are set out in the Pricing document. Enterprise integrations, single tenancy and Full/Extended support are only available in TransportAPI Platinum.

E1.1b Design, setup and project management

Design, setup and project management Services can be delivered by TransportAPI Platinum as Ancillary services charged at the day rate in the pricing document attached to the Call-off contract.

E1.1c Enterprise integrations

Enterprise integrations can be set up and maintained as data sources for the TransportAPI Platinum Managed services in E1.2 through the use of Ancillary services charged at the day rate in the pricing document attached to the Call-off contract.

E1.2 Managed Services

The Managed Services that can be supplied are listed in the services accepted by G-Cloud and set out in the Pricing document.

Managed service delivery conditions include:

- For Managed services by endpoint, maximum usage rate above **250 requests per second** across the whole aggregate usage shall be subject to a surcharge set out in the pricing document
- For Managed services by endpoint usage rates shall not be scaled from zero to the maximum usage rate in a shorter period than **30 minutes** for services on Full support
- For Managed services by download such as GTFS data, the number of downloads shall be limited to 10 per day

E1.3 Partner data

Delivery of data from partners into the TransportAPI platform shall be included within TransportAPI Managed services as follows:

- a) NextBuses: Bus Information
- b) Journey Planning: Journey Planner
- c) CycleStreets: Journey Planner
- d) TaxiCode: Journey Planner

E1.4 UAT facilities

TransportAPI Managed Services delivery can include the provision of a UAT service to match the capabilities of the TransportAPI Managed Services in production use or as appropriate to the testing of a new feature in a <CUSTOMER NAME> Site.

The UAT facilities will have the following features:

- **Availability for up to 4 hours per week, in a time slot arranged 7 days in advance for each Ancillary Support day charged** OR
- **N/A**

E2 Support deliverables

Basic support includes delivery of the following:

- a) Maintenance of the Managed Service to the delivery in the Service Level Agreement in Schedule 3
- b) Response to support incidents in the following categories from 09.00 to 17.00 UK time:
 - P1: the entire TransportAPI Managed Services is unavailable and/or inaccessible to users (Response: detection and report to <CUSTOMER NAME> within 30 minutes; best efforts to resolve within 4 hours);
 - P2: one or more TransportAPI Managed Services by endpoint fail 10 consecutive one-minute SLA checks, one or more TransportAPI Managed Services by download fail 5 times, or where the response time rises 50% above the endpoint SLA metric for 10 consecutive one minute checks (Response: detection and report to <CUSTOMER NAME> within two hours; best efforts to resolve within 1 business day);
 - P3: service performance is affected by behaviour of an upstream or downstream service outside TransportAPI Managed Services (Response: detection and report to <CUSTOMER NAME> within 4 hours; best efforts to facilitate a resolution within 2 business days).

Outside support coverage, incidents will be recorded and managed automatically, and responses will be given from the beginning of the next period of support.

E3 Standard, Full and Extended Support options

The following additional support options are available:

(Included YES/NO) Standard support includes the following in addition to Basic support:

- a) Issue triage for service delivery issues to identify root causes and make recommendations;
- b) Dialogue with service providers to <CUSTOMER NAME>

(Included YES/NO) Full support includes delivery of the following in addition to Standard support:

- c) (Optional) Monthly reports on performance, outages and trends;

- d) (Optional) Complying with <CUSTOMER NAME>'s change control procedures;
- e) (Optional) Performance reporting after load tests held during UAT up-time (if offered in E1.4);

TBA

PLACR invoicing address:

TBA

(Included YES/NO) Extended hours support is available as an extension to Full support and includes the availability of support from:

- f) 7-9am & 5-8pm weekdays
- g) 9am-6pm weekends/ bank holidays

E4 Prerequisites

The following prerequisites apply to the delivery of the Services to <CUSTOMER NAME>:

Where TransportAPI is integrated with <CUSTOMER NAME>'s systems, free access to performance and logging data collected by <CUSTOMER NAME>'s own service providers to enable issue triage for service incidents in Standard support and above.

E5 Government open data services

For national open data services including Darwin, TRUST, NextBuses, TfL, Bus Open Data Service, NOC and NaPTAN sources, it is a prerequisite for the delivery of this Agreement that these sources remain freely available on Open Government Licence or through customer commercial agreements and that they can scale at the same speed as the demand and the TransportAPI service.

E6 Charges

As set out in the Call-off contract

E7 Payment

E7.1 Payment terms

As set out in G-Cloud guidance and Call-off contract.

E7.2 Payment details

Payment must be made by bank transfer to PLACR's account at The Co-operative Bank sort code 089299 and account number 69363238.

E8 Delivery schedule

The Services will be made available to <CUSTOMER NAME> on the first day of service in the Call-off contract excepting the delivery of Product Enhancements/ Custom Projects (if any), which will be delivered as detailed in Section C.

E9 Addresses

<CUSTOMER NAME> invoicing address:

Schedule 2: Service Specification

This Service Specification sets out the Managed Services delivered by TransportAPI through endpoints or download locations under the Call-off contract, as indicated by 'Enabled' status in the table below. Product definitions for the endpoints provided within the Managed Services are available at <http://docs.transportapi.com/>. Where appropriate, product definitions for datasets downloaded from TransportAPI will match the specified data standard as verified by the data validators listed at <http://www.transportapi.com/credits>.

The Managed Services that are enabled under this Agreement will be listed within <CUSTOMER NAME>'s access scheme ("Plan") as specified in <CUSTOMER NAME>'s account at <https://developer.transportapi.com/login>. Each request to the TransportAPI Managed Services endpoints is recorded as a single hit by TransportAPI's API 3Scale management system and the allowances in this Agreement will be reflected in the total hits available in the Plan. The table on the next page shows the Managed Services, endpoints and 3Scale names for the data available under this Agreement, as shown in TransportAPI's API 3Scale management system. Download locations will be confirmed with <CUSTOMER NAME> for each dataset delivered.

Managed service	Description	3Scale system name	3Scale method name	URL	Enabled
Journey planner	Multimodal public transport journey (London: TfL)	public journey tfl	public_journey [service=tfl]	https://transportapi.com/v3/uk/public_journey?service=TfL	N
Journey planner	Multimodal public transport journey (GB: Silverrail)	public journey silverrail	public_journey [service=silverrail]	https://transportapi.com/v3/uk/public_journey?service=silverrail	N
Journey planner	Multimodal public transport journey (SW: National PTI)	public journey traveline	public_journey [service=traveline]	https://transportapi.com/v3/uk/public_journey?service=traveline	N
Journey planner	Car journey plan to/from lon/lat	car journey plan	car/journey	https://transportapi.com/v3/uk/car/journey/	N
Journey planner	Car journey with taxi prices	car taxicode plan	car/journey [taxicode=true]	https://transportapi.com/v3/uk/car/journey?taxicode=true	N
Journey planner	Cycle journey plan to/from lon/lat or postcode	cycle journey	cycle/journey	https://transportapi.com/v3/uk/cycle/journey/	N
Bus information	Bus services information for a specific route	bus service	bus/services (singular)	https://transportapi.com/v3/uk/bus/service	N
Bus information	Bus services information for collection of routes	bus services	bus/services (collection)	https://transportapi.com/v3/uk/bus/services	N
Bus information	Bus timetabled departures at-a-stop	Bus/stop_timetables	bus/stop_timetables (singular)	https://transportapi.com/v3/uk/bus/stop_timetables/<atccode>	N
Bus information	Bus service timetable for a single journey	bus/service_timetables	bus/service_timetables (collection)	https://transportapi.com/v3/uk/bus/service_timetables	N
Bus information	Bus route stop list (path parameters)	timetabled_departure_detail	bus/service_timetables (singular)	https://transportapi.com/v3/uk/bus/route/timetable	N
Bus information	Bus route geometry for one edge	bus edge	bus/edges (singular)	https://transportapi.com/v3/uk/bus/edges/<atccode pair>	N
Bus information	Bus route geometry for a collection of edges	bus edges	bus/edges (collection)	https://transportapi.com/v3/uk/bus/edges/<atccode set>	N
Bus information	Bus/coach stop live departures	bus stop timetables	bus/stop_timetables (singular)	https://transportapi.com/v3/uk/bus/stop_timetables	N
Bus information	Bus service timetable & live bus position	bus stop timetables	bus/service_timetables (collection)	https://transportapi.com/v3/uk/bus/service_timetables	N
Bus disruptions	Bus service disruption information	bus/situations	bus/situations (collection)	https://transportapi.com/v3/uk/bus/situations	N
Bus Fares	Bus stop to stop fares	bus/fares	bus/fares	https://transportapi.com/v3/uk/bus/fares	N
Bus performance	Actual bus journeys by bus route	bus/actual_journeys	bus/actual_journeys	https://transportapi.com/v3/uk/bus/actual_journeys	N
Bus performance	Performance metrics for punctuality at listed stop(s)	bus stops	bus/stops (collection)	https://transportapi.com/v3/uk/bus/stops	N
Bus performance	Bus corridor metrics with aggregate traversal times	bus/corridor	bus/corridor (singular)	https://transportapi.com/v3/uk/bus/corridor	N
Rail information	Rail timetabled departures at-a-station	train timetabled station departures	train/station_timetables (singular)	https://transportapi.com/v3/uk/train/station_timetables	N
Rail information	Rail service timetable for a single journey	train timetabled service	train/service_timetables (singular)	https://transportapi.com/v3/uk/train/service_timetables	N
Rail information	Rail live departures at-a-station from Trust	train live station departures	train/station_timetables [live=true]	https://transportapi.com/v3/uk/train/station_timetables?live <TRUST>	N
Rail information	Rail live departures at-a-station from Darwin	train live station deps dws staff	train/station_timetables [live=true]	https://transportapi.com/v3/uk/train/station_timetables?live <Darwin>	N
Rail information	Rail service timetable & live departures- TRUST	train/service_timetables	train/service_timetables.json	https://transportapi.com/v3/uk/train/service_timetables?live <TRUST>	N
Rail information	Rail service timetable & live departures- Darwin	train_timetabled_service_dws_staff	train/service_timetables [live=true]	https://transportapi.com/v3/uk/train/service_timetables?live <Darwin>	N
Rail performance	Rail performance at-a-station	train/station_actual_journeys	train/station_actual_journeys	https://transportapi.com/v3/uk/train/station_actual_journeys	N
Rail performance	Rail performance for a specific rail service	train/actual_journey	train/actual_journeys (singular)	https://transportapi.com/v3/uk/train/actual_journeys/RID	N
Rail performance	Rail performance for all rail services in a collection	train/actual_journeys	train/actual_journeys (collection)	https://transportapi.com/v3/uk/train/actual_journeys?<service set>	N
Places	Places search	places	places	https://transportapi.com/v3/uk/places	N
GTFS	Bus Rail combined GTFS download for <geography>	N/A	N/A	Delivery location to be specified during onboarding	N

Schedule 3: Service Level Agreement (SLA)

1. PLACR shall provide the TransportAPI Managed Services in accordance with this SLA.
2. This SLA shall cover the Managed Service endpoints listed in the metrics list in this Schedule 3 (the "**Metrics List**").
3. PLACR shall provide services via TransportAPI Managed Services with a high degree of continuity and responsiveness as set out in this SLA. This SLA covers the fulfilment of syntactically correct responses from TransportAPI Managed Services and does not guarantee semantic completeness as Data is delivered 'as is' from upstream sources.
4. The availability and responsiveness of TransportAPI Managed Services is measured independently by <http://pingdom.com/> from its UK servers.
5. This SLA shall be offered on Uptime (as defined below) and Response Time (as defined below) when averaged over the previous 30 days, as assessed at 12 noon on the first day of a calendar month.
6. PLACR shall pay rebates on the fees paid or to be paid under this Agreement if specified in **Service Credits** below when:
 - 6.1. the average availability ("**Uptime**") of an endpoint (as measured every minute over a calendar month at a representative endpoint) falls below the percentage stated for each metric in the Metrics List;
 - 6.2. the average response time ("**Response Time**") of an endpoint (as measured every minute over a calendar month at a representative endpoint) rises above the value stated for each metric in the Metrics List.
7. Alterations to Uptime and Response Time thresholds or rebate rates shall be subject to agreement with <CUSTOMER NAME> a month in advance of any change to the values shown in the Metrics List.
8. If an SLA failure results from issues within PLACR's own Services, the endpoint performance will be brought back within the SLA values according to the priority schedules in the E2 Support section of Schedule 1, and a report will be made to <CUSTOMER NAME>.
9. If an SLA failure results from the behaviour of an upstream or downstream service outside PLACR's control a report will be made to <CUSTOMER NAME>, and PLACR will cooperate in the resolution of the incident working with <CUSTOMER NAME> using time available for Support. The response will be made according to the priority schedules in the Support section of Schedule 1.

Metrics List

TAPI Bus Information Managed Service
/bus/stop_timetables
Average uptime= 99.9%
Average response time=1000 ms

TAPI Rail Information Managed Service
/train/station_timetables
Average uptime= 99.9%
Average response time=1000 ms

TAPI Places Managed Service
/places
Average uptime= 99.9%
Average response time=1000 ms

TAPI Bus Fares Managed Service
/places
Average uptime= 99.9%
Average response time=1000 ms

TAPI Bus Disruptions Managed Service
/places
Average uptime= 99.9%
Average response time=1000 ms

TAPI Journey Planner Managed Service
Average uptime= 99.9%

TAPI Bus performance Managed Service
Average uptime= 99.9%

TAPI Rail performance Managed Service
Average uptime= 99.9%

TAPI GTFS Managed service by download
Average uptime= 99.9%
Average response time: N/A
Applies for each month of delivery in E1.2

Service credits

Service credits will be paid if performance in last 30 days fails any of the above Metrics List, when measured at noon on the first day of every month in the following amounts:

- 5% of monthly charges if performance is between 95% - 99.9%
- 10% of monthly charges if performance is between 80% - 95%
- 25% of monthly charges if performance is less than 80%

Service credits shall apply to the charges detailed in the Call-off contract.

Service credits shall be aggregated on monthly basis and will be shown as a deduction from the amount due from <CUSTOMER NAME> to PLACR in the next invoice then due to be issued under the Agreement.

Schedule 4

TRANSPORTAPI LICENCE

Use of the TransportAPI Managed Services is strictly subject to this TransportAPI Licence.

1. REGISTERING FOR ACCESS

- 1.1. <CUSTOMER NAME> employees, agents and subcontractors ("**Authorised Users**") (for and on behalf of <CUSTOMER NAME>) must register to use Software and Data from the TransportAPI Managed Services individually. The first Authorised User to register by completing a registration form ("**Registration Form**") must be initially designated a user with administrative privileges to register other users from the <CUSTOMER NAME> ("**<CUSTOMER NAME> Authorised User**"). Each subsequent <CUSTOMER NAME> Authorised User must respond to an invitation to use the TransportAPI Managed Services from a <CUSTOMER NAME> administrative user by completing a registration form within the <CUSTOMER NAME> account ("**Account**"). Each <CUSTOMER NAME> Authorised User will need an email address to validate their online identity when registering on the TransportAPI Managed Services. Once a <CUSTOMER NAME> Authorised User has registered within the <CUSTOMER NAME> Account they will be able to read <CUSTOMER NAME> API credentials as determined by the <CUSTOMER NAME> administrative user.
- 1.2. In order to request Data from the TransportAPI Managed Services, each <CUSTOMER NAME> Authorised User must add API credentials consisting of the Application ID and Application key to their requests for Data as per the provisions in clause 3 of this Licence. <CUSTOMER NAME> may create as many access channels ("**Applications**") within <CUSTOMER NAME>'s Account as <CUSTOMER NAME> need to differentiate <CUSTOMER NAME>'s usage for different purposes and by different <CUSTOMER NAME> Authorised Users.
- 1.3. <CUSTOMER NAME> warrant that:
 - 1.3.1. at the time a <CUSTOMER NAME> Authorised User completes a Registration Form the details are complete, accurate and not misleading so that TransportAPI might be able to contact that user if needed; and
 - 1.3.2. while any <CUSTOMER NAME> Authorised User continues to use the TransportAPI Managed Services, the <CUSTOMER NAME> Authorised User shall keep PLACR informed in the event that any details on the Registration Form change by updating their details on the TransportAPI Managed Services Account.
- 1.4. In the event that PLACR vary the process by which access to the TransportAPI Managed Services is granted each <CUSTOMER NAME> Authorised User may be required to complete a revised Registration Form. Failure to complete a revised Registration Form may result in the suspension of the Services to that <CUSTOMER NAME> Authorised User.

2. LICENCE

- 2.1. In consideration of the charges set out in the G-Cloud Call-off contract, PLACR shall grant to <CUSTOMER NAME> a non-exclusive, non-transferable, revocable, licence for any

purpose of commercial or non-commercial re-use, by <CUSTOMER NAME>, during the Term only, subject to the user restrictions in clause 2.4, in order to:

- 2.1.1. access and use the TransportAPI Managed Services according to the product descriptions in the Service Specification;
- 2.1.2. access, use, copy and display Data from the TransportAPI Managed Services on any device (whether used and/or operated by <CUSTOMER NAME> or a customer of <CUSTOMER NAME>);
- 2.1.3. store and cache Data from the TransportAPI Managed Services on any device (whether used and/or operated by <CUSTOMER NAME> or a customer of <CUSTOMER NAME>) for any period of time;
- 2.1.4. process Data from the TransportAPI Managed Services and combine it with any other information.
- 2.2. Except as expressly provided in this TransportAPI Licence, <CUSTOMER NAME> shall not (and shall not permit any third party to):
 - 2.2.1. remove any acknowledgement or disclaimer in Data from the TransportAPI Managed Services;
 - 2.2.2. unless otherwise permitted by applicable law, reverse engineer, decompile, disassemble, modify or adapt the Software in whole or in part;
 - 2.2.3. assign or novate the benefit or burden of this TransportAPI Licence in whole or in part;
 - 2.2.4. allow the Software to become the subject of any charge, lien or encumbrance;
 - 2.2.5. misuse the TransportAPI Managed Services by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or inhibits the normal operation of the TransportAPI Managed Services;
 - 2.2.6. knowingly attempt to gain unauthorised access to the Software, including the servers on which TransportAPI Managed Services are running;
 - 2.2.7. knowingly attack the TransportAPI Managed Services via a denial-of-service attack or a distributed denial-of service attack.
- 2.3. As provided for in this TransportAPI Licence, <CUSTOMER NAME> shall:
 - 2.3.1. Ensure that organisational usage shall be managed by an Account Authorised User with administrative responsibilities who can create and revoke user access as individual employees join and leave the organisation;
 - 2.3.2. comply with the User Restrictions at all times;
 - 2.3.3. ensure that the Data is deployed through <CUSTOMER NAME> Sites and/or the end users devices;
 - 2.3.4. keep a complete and accurate record of <CUSTOMER NAME> Sites;

- 2.3.5. maintain the confidentiality and security of Authorised Users' credentials at all times in accordance with clause 5.1 and notify us as soon as reasonably practicable after <CUSTOMER NAME> become aware of any unauthorised use or misuse of the TransportAPI Managed Services;
 - 2.3.6. display "source: <http://transportapi.com/>" within <CUSTOMER NAME>'s service (for example, on an "about" screen or in <CUSTOMER NAME>'s terms and conditions) so that it is clear that the Data is derived from TransportAPI;
 - 2.3.7. retain any analytics or authentication code placed in the Data by PLACR;
 - 2.3.8. inform PLACR in writing if <CUSTOMER NAME> receive any complaint or claim in respect of the Data.
- 2.4. <CUSTOMER NAME> shall further comply with the following User Restrictions:
- 2.4.1. limit access to the TransportAPI Managed Services to Authorised Users;
 - 2.4.2. ensure that the number of Authorised Users will not exceed 100 users or the number as notified to <CUSTOMER NAME> by us in writing, whichever is the higher;
 - 2.4.3. not use the TransportAPI Managed Services for any purpose contrary to any law or regulation or any regulatory code, guidance or request;
 - 2.4.4. not knowingly do anything which may damage our reputation, the TransportAPI Managed Services, including by way of using the TransportAPI Managed Services (wholly or in part) in any manner that breaches the laws of England and Wales.

3. MANAGEMENT OF TRANSPORTAPI MANAGED SERVICES USAGE

- 3.1. This TransportAPI Licence requires that all usage be identified by <CUSTOMER NAME>'s access credentials (Application ID and key) and controlled by <CUSTOMER NAME>'s access scheme ("Plan").
- 3.2. The Plan available under this Agreement detailing the Managed services included in this offer will be defined in the <CUSTOMER NAME>'s account at <https://developer.transportapi.com/login>.
 - 3.2.1. <CUSTOMER NAME> must access TransportAPI Managed Services by reading data from a URL ("Request") listed in the documentation at <https://docs.transportapi.com/> or as advised by us in writing.
 - 3.2.2. Each Request will consume a certain number of credits ("Hits") as listed in Schedule 2 or as advised by us in writing.
 - 3.2.3. Schedule 1 defines the maximum number of Hits ("Quota") <CUSTOMER NAME> can use from the each TransportAPI Managed Service during a specified period.
 - 3.2.4. Hits shall be counted towards the Quota defined in Commercial Terms (Schedule 1) when a request

bearing the Application ID and key associated with <CUSTOMER NAME>'s Account is received by the TransportAPI Managed Services, with the exception of requests for authentication.

- 3.3. If <CUSTOMER NAME> believe any error has been made in the calculation of the Hits usage as notified to <CUSTOMER NAME> then <CUSTOMER NAME> must bring it to our attention along with any evidence by emailing support@transportapi.com. PLACR will act fairly, reasonably and promptly in considering whether there has been an error. When PLACR accept that an error has been made in the calculation of the Hits usage PLACR will confirm this in writing to <CUSTOMER NAME>. Any disagreement shall be resolved using the dispute resolution procedure in clause 10 of the Agreement.
- 3.4. PLACR shall keep <CUSTOMER NAME> informed about <CUSTOMER NAME>'s Hits usage through <CUSTOMER NAME>'s TransportAPI Managed Service account and by email. <CUSTOMER NAME> may access the TransportAPI Managed Services portal to review usage at any time via <http://developer.transportapi.com/>.

4. SUSPENSION OR CESSATION OF SERVICES

- 4.1. In addition to PLACR's right to terminate under clause 11 of the Agreement, PLACR may suspend <CUSTOMER NAME>'s access to the TransportAPI Managed Services:
 - 4.1.1. immediately, in the event that <CUSTOMER NAME> commit a material breach of this TransportAPI Licence and do not remedy such breach within thirty (30) days of being given written notice to do so; and
 - 4.1.2. immediately, due to non-payment of undisputed charges as specified in Schedule 1 and do not remedy such failure within 14 calendar days of the due date for payment.
- 4.2. <CUSTOMER NAME>'s access to the TransportAPI Managed Services is restricted to <CUSTOMER NAME> and its Authorised Users, it is not transferable to any third party.

5. SECURITY AND PASSWORDS

- 5.1. <CUSTOMER NAME> shall ensure that any access login or passwords to TransportAPI Managed Services are kept secure, and shall use best security practices and systems applicable to the use of the TransportAPI Managed Services to prevent, and take prompt and proper remedial action against, unauthorised access. This clause shall not apply to the access to Data supplied by PLACR through the TransportAPI Managed Services where the access credentials may need to be disclosed to authenticate access.
- 5.2. If <CUSTOMER NAME> become aware of any misuse of any of the TransportAPI Managed Services, or any security breach in connection with this TransportAPI Licence that could compromise the security or integrity of the TransportAPI Managed Services or if <CUSTOMER NAME> learn or suspect that any of <CUSTOMER NAME>'s access credentials have been revealed to or obtained by any unauthorised person, <CUSTOMER NAME> shall promptly notify PLACR and provide reasonable co-operation with us to remedy the issue as soon as reasonably practicable.

6. DEPRECATION

- 6.1. The TransportAPI Managed Services are versioned according to the number in the endpoint URL e.g. transportapi.com/v3/. The current version is version 3 and versions 1 and 2 are now fully deprecated. PLACR's commitments to continue to provide access to the TransportAPI Managed Services will apply separately to the endpoints and responses within each version published now and in future.
- 6.2. Within each version of the TransportAPI Managed Services, PLACR shall not make any breaking (backwards incompatible) changes to the request or response structures within each API version, save as set out in this clause. PLACR may, however, make breaking changes in the following circumstances if permitted by the Call-off contract:
 - 6.2.1. where the upstream Data is withdrawn or significantly changed by an upstream data supplier, in which case PLACR will give as much notice of the change as given to PLACR by that supplier, or three (3) month's notice, whichever is the lesser;
 - 6.2.2. where there is a significant need among customers for a change, in which case PLACR will give a minimum of three (3) months notice;
 - 6.2.3. where the stability of the TransportAPI Managed Services is affected by a current request or response structure, in which case PLACR will give a minimum of one (1) week's notice of the change.
- 6.3. PLACR may make non-breaking changes to the request and response structures at any time, in which case PLACR will notify <CUSTOMER NAME> after making such changes.
- 6.4. Notwithstanding anything to the contrary in this TransportAPI Licence (or the Agreement), PLACR will not make any changes to the TransportAPI Managed Services which will detrimentally effect <CUSTOMER NAME>'s use of the TransportAPI Managed Services or which will require <CUSTOMER NAME> to upgrade any hardware or software used by <CUSTOMER NAME> Sites without a minimum of three (3) months notice.

7. WARRANTIES

- 7.1. PLACR warrant that PLACR have the right to license the TransportAPI Managed Services as specified in this TransportAPI Licence, except where GPL-licensed open source software is used, in which case any modifications to the software are shared, and details given at <https://developer.transportapi.com/>.
- 7.2. With respect to commercially licensed Data PLACR additionally warrant that:
 - 7.2.1. PLACR or our licensors owns the Intellectual Property Rights in any commercially licenced Data;
 - 7.2.2. PLACR are not aware of any circumstances which might endanger the validity of the Intellectual Property Rights in the commercially licenced Data

and all fees in respect of any Intellectual Property Rights in commercially licenced Data have been paid in full;

- 7.2.3. the commercially licenced Data does not infringe the rights of any third party.

- 7.3. Except as expressly stated in this TransportAPI Licence and the Agreement, all other conditions, warranties or other terms which might have effect between the Parties or be implied or incorporated into this TransportAPI Licence or any collateral contract, whether by statute, common law or otherwise, are hereby excluded, including the implied conditions, warranties or other terms as to satisfactory quality, fitness for purpose or the use of reasonable skill and care to the extent permitted by law.

- 7.4. PLACR do not warrant that:

- 7.4.1. the supply of the TransportAPI Managed Services will be free from interruption through viruses or malicious code; or
- 7.4.2. the Data is accurate, complete, reliable, secure or timely except where PLACR offer a SLA on Uptime and Response Time as specified in the SLA of this Agreement; or
- 7.4.3. the TransportAPI Managed Services will be compatible with <CUSTOMER NAME> Sites; or
- 7.4.4. the TransportAPI Managed Services and/or the Data have been tested for use by <CUSTOMER NAME> or any third party; or
- 7.4.5. that the TransportAPI Managed Services and/or Data will be suitable for, or be capable of, being used by <CUSTOMER NAME> or any third party.

- 7.5. PLACR warrants that:

- 7.5.1. PLACR will use reasonable skill and care to operate the TransportAPI Managed Services continuously and to provide the Data with integrity;
- 7.5.2. PLACR have made all attribution statements on the TransportAPI Managed Services as required by all sources of Data and/or the Software at <https://www.transportapi.com/credits/>.
- 7.5.3. The TransportAPI Managed Services comply fully with the relevant laws and other government regulations as may exist in the United Kingdom and PLACR shall fully comply with all legislation and regulations relevant to its obligations and responsibilities hereunder in fulfilment of this TransportAPI Licence.

8. TERM AND TERMINATION

- 8.1. This TransportAPI Licence shall remain in force during the Term of the Call-off contract.

