



Package Name:	Professional Services: Hourly Custom Coding: Custom Automation
Term:	The Services begin on the date stated in the applicable Order Form and end on the earliest of completion of the Services, consumption of all purchased Project Hours, or the end date stated in the Order Form, unless the parties agree in writing to extend the Professional Services Package Term.
Scope:	Targeted engineering support for building and validating the agreed automation workflow.
Activities May Include:	Automation implementation across agreed systems ▪ Workflow, trigger, and outcome review ▪ Testing, exception handling, and operational considerations ▪ Handoff guidance and recommended next steps
Deliverable(s):	The agreed automation code or configuration and, where applicable, an as-built note describing triggers, exception handling, and known limitations. Deliverables and any applicable acceptance criteria are governed by the Agreement and the Order Form. Support, maintenance, monitoring, or further modification after the Professional Services Package Term is excluded unless the parties agree otherwise in writing.
Customer Documentation:	Before or during the engagement, Customer will provide, as reasonably needed: ▪ The current workflow, trigger conditions, connected systems, exception paths, and operating owner ▪ Credentials, representative test cases, expected behavior, and a person authorized to validate the result



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Project Hours:	When Services are hourly, the applicable Order Form states the Project Hours purchased and the applicable hourly rate. Activities that consume those hours will be scheduled as mutually agreed in writing. Services without a discrete Deliverable are delivered and accepted as performed. Deliverables are subject to the acceptance terms in the Master Services Agreement and any acceptance criteria stated in the Order Form. If the same Order Form includes more than 1 Hourly Custom Coding Package, the purchased Project Hours may be applied across those packages as the hours are consumed. Except for Project Hours governed by a retainer allocation, Project Hours must be used during the Professional Services Package Term. Unused Project Hours expire at the end of the applicable period and do not roll over, carry forward, remain reserved, or result in a refund or credit. If on-site Services are agreed in writing, reasonable travel time may consume Project Hours as stated in the Order Form.



Estimate

A focused professional services engagement built around the agreed outcome.

The engagement typically requires 1–4 hours of engineering time.

Plan for 1–3 work blocks of focused working time.

This estimate is for planning only, is not a fee cap or not-to-exceed commitment, and does not amend the Agreement. Hourly Services are invoiced for actual billable hours, and the applicable Order Form controls scope, Project Hours, Deliverables, fees, and schedule.

Preparation:	Included as needed within the overall estimate to confirm triggers, systems, exceptions, and the intended outcome of the workflow.
Build And Review:	The primary hourly work period covers the agreed automation, primary exception paths, and progress review.
Validation And Handoff:	Included as needed within the overall estimate to validate the workflow, document operating considerations, and identify follow-on work.
Scheduling:	Working time is scheduled by mutual agreement and depends on timely access to the people, systems, and information needed for the work.
What We Need From You:	Relevant materials and access, an available decision-maker or validator, and timely feedback as the work progresses.
Expected Result:	The agreed automation code or configuration and, where applicable, an as-built note describing triggers, exception handling, and known limitations.



Agreement

This Package Description supplements the Father Technologies Master Services Agreement (MSA) and the applicable Order Form. It applies when referenced or incorporated by an Order Form.

Assigned Service Team

Father will assign personnel reasonably suited to the agreed Services. Depending on the Package, the team may include an account manager, technical architect, solutions engineer, product designer, platform developer, or an external consultant.

Father may adjust assignments as reasonably necessary and will use personnel with suitable skills and experience. A specific individual or dedicated level of availability is committed only when stated in the Order Form.

Frontier Intelligence

Customer authorizes the assigned Father team to use Frontier Intelligence, Father's technology-assisted service-delivery system, to support research, analysis, planning, documentation, testing, quality assurance, and coordination in connection with the Services.

Father personnel will review material outputs and remain responsible for the Services. Use of Frontier Intelligence does not replace professional judgment, expand the agreed scope, change acceptance criteria, or shift responsibility for the Services to an automated system.

Customer information processed through Frontier Intelligence remains subject to the MSA's confidentiality, security, and applicable data-protection terms. Any required data- processing terms must be in place before covered data is processed.

Commercial Model

This Package is ordinarily purchased on an hourly basis. The Order Form may instead establish a fixed fee or value-based fee for a defined scope or outcome, or include the Services within a retainer. Only the model stated in the Order Form applies.

Hourly Services

Unless the Order Form states otherwise, Hourly Services are invoiced at the applicable hourly rate, with a 1-hour minimum for each scheduled session, work request, or continuous work period. Each started hour is billed as a full hour.

Billable hours include time reasonably spent preparing for and performing the Services, meetings, research, analysis, correspondence, coordination, documentation, testing, agreed travel, and follow-up directly related to the engagement.

Estimates and Reserved Time

An estimate is a good-faith planning tool, not a fee cap or not-to-exceed commitment. Customer will pay for actual billable hours unless the Order Form expressly states a limit.

Unless the Order Form states otherwise, time reserved and canceled or rescheduled with fewer than 2 business days' notice is billable up to the reserved hours. Expedited, after-hours, weekend, holiday, or on-site Services may carry a premium rate when stated in the Order Form or approved in writing.



Fixed Fees, Value-Based Fees, and Retainers

A fixed fee applies to the defined project scope or milestone. A value-based fee applies to the agreed result or business outcome. These fees are not reduced or recalculated based on time spent, cost incurred, or efficiencies achieved by Father. Customer delay does not reduce an agreed fee and may require rescheduling or a written change order.

A retainer reserves recurring access, capacity, or Project Hours for the stated service period; it does not provide unlimited availability. Retainer fees are earned for reserving that capacity and remain payable whether or not Customer uses it. All unused capacity, Project Hours, sessions, and allocations expire at the end of the applicable service period without rollover, carry-forward, refund, or credit. Approved overages are billed hourly at the rate stated in the Order Form.

Controlling Terms

This Package Description supplements the MSA and applicable Order Form. The Order Form identifies the selected scope, pricing model, fees, term, Project Hours or capacity, Deliverables, and acceptance criteria. The MSA governs the parties' broader legal obligations, and any inconsistency is resolved under the MSA's order-of-precedence terms.

Nothing in this Package Description expands a role, Deliverable, warranty, or commitment beyond those documents.