



Package Name:	Advisory Services: Platform Onboarding: Account Manager
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 Advisory Services Package Term.
Scope:	A dedicated relationship lead who keeps onboarding organized, connects the right people, tracks commitments, and helps turn decisions into action.
Activities May Include:	Serve as the primary services contact during onboarding ▪ Establish the communication cadence, owners, priorities, and escalation path ▪ Coordinate Customer stakeholders and the Father specialists assigned to the engagement ▪ Track decisions, dependencies, risks, and agreed next actions ▪ Provide concise status updates and help move open items toward resolution
Outcome:	A clear primary contact, agreed communication and escalation paths, current ownership of open actions, and a coordinated onboarding plan.
Retainer:	If the applicable Order Form identifies this Package as a retainer, the Order Form will state the recurring Project Hours, fees, cadence, and responsibilities. Unused Project Hours expire at the end of each monthly service period and do not roll over, carry forward, or result in a refund or credit. Material additions to scope require written agreement.
Customer Documentation:	Before or during the engagement, Customer will provide, as reasonably needed: ▪ Current project plan, milestones, priorities, and known dependencies ▪ Stakeholder list, decision owners, and existing status or risk logs



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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. Except for Project Hours governed by a retainer allocation, Project Hours must be used during the Advisory 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.



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

The Order Form may price this Package on an hourly, project-based fixed-fee, value-based, or recurring-retainer basis, depending on the agreed outcome and level of access.

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.