



Package Name:	Professional Services: Proprietary Messaging
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:	A scoped engagement for designing, building, and operating a proprietary messaging layer that keeps conversations inside Customer's product and under Customer's control.
Activities May Include:	▪ Defining messaging requirements, roles, channel types, and lifecycle rules. ▪ Designing channel topology: one-to-one, group, broadcast, and threaded models. ▪ Implementing real-time or async transport with delivery guarantees. ▪ Integrating notifications, presence, and read-state where required. ▪ Applying access controls, moderation hooks, and retention policies. ▪ Validating performance, reliability, and security before handoff.
Deliverable(s):	The messaging architecture, deployed service, client interfaces or API contracts, and handoff materials expressly identified as Deliverables in the applicable Order Form. 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:	▪ Existing platform architecture, user roles, and access patterns. ▪ Messaging requirements, compliance obligations, and retention policies. ▪ Preferred notification providers, sandbox credentials, and security requirements. ▪ Test accounts, sample conversations, and acceptance criteria.
Customer Responsibility:	Customer is responsible for selecting and maintaining messaging infrastructure, notification providers, accounts, licenses, disclosures, policies, and compliance program. Father does not provide legal, regulatory, telecommunications, or other regulated professional advice.



Estimate

Preparation: A kickoff call to confirm scope, roles, timelines, and integration points.

Discovery Session: Working sessions to map messaging requirements, channel topology, and data models.

Readout: Review the architecture, implementation plan, and acceptance criteria.

Scheduling: Mutually agreed execution schedule based on the purchased Project Hours and Deliverables.

What We Need From You: Access to stakeholders, platform documentation, and decision-makers.

What You Will Leave With: A documented messaging approach and agreed implementation plan.

Scope:

Working Session: Define the technical approach, transport model, and security controls.



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 priced as a project-based fixed fee or value-based fee for the defined scope and Deliverables. The Order Form may instead use hourly pricing or place ongoing Services under 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.