



Package Name:	Professional Services: Resident Account Manager
Term:	The Services begin on the date stated in the applicable Order Form and continue for the service period stated there, subject to the termination, renewal, and extension terms in the Agreement and Order Form.
Scope:	An ongoing relationship lead who keeps the service plan current, coordinates the right people, manages escalations, and helps Customer turn priorities into accountable next actions.
Activities May Include:	▪ Maintain the service plan, operating cadence, and primary relationship channel ▪ Coordinate Customer stakeholders and the Father specialists assigned to the engagement ▪ Track priorities, decisions, dependencies, service risks, and escalations ▪ Provide regular status summaries and recommendations ▪ Support renewal, expansion, and roadmap conversations without replacing Customer's project owner
Approach:	The assigned Account Manager serves as the primary services relationship lead, maintains the agreed operating cadence, coordinates the appropriate Father personnel, and tracks service actions and escalations. The Account Manager does not replace Customer's project manager, executive sponsor, or decision-makers. The applicable Order Form identifies the cadence, responsibilities, and any written Deliverables. Services without a discrete Deliverable are accepted when performed.
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 priorities, service commitments, stakeholder and escalation contacts, and relevant plans or status materials ▪ Access to the Customer owners needed to confirm decisions, priorities, risks, and follow-through



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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 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.



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 as a recurring retainer for an agreed allocation of availability or Project Hours. The Order Form may instead establish a fixed-fee, value- based, or hourly engagement. 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.