Professional Services (PS) Hours are pre-paid credits that you can redeem for Puppet Professional Services. PS Hours may be redeemed for private training and consulting services in accordance with the following table:

Puppet Professional Services	PS Hours
Project Management	.7
Puppet Enterprise Jumpstart: Basic	40
Puppet Enterprise Jumpstart: Standard	80
Puppet Enterprise Jumpstart: Extended	120
Puppet Enterprise with Continuous Delivery Jumpstart: Basic	80
Puppet Enterprise with Continuous Delivery Jumpstart: Standard	160
Puppet Enterprise with Continuous Delivery Jumpstart: Extended	240
Puppet Health Check	40
Puppet Code Review	40
PE 101: Deploy & Discover Private Training (up to 15 students)	8
PE 201: Design & Manage Private Training (up to 15 students)	8
PE 301: Develop & Maintain Private Training (up to 15 students)	8
PE 401: Extend Capability Private Training (up to 15 students)	8
PE 501: Continuously Deliver Private Training (up to 15 students)	8
PE 601: Automate at Scale Private Training (up to 15 students)	8
Puppet Residency	520

PS Hours will be invoiced in full at time of purchase and are non-refundable. Payment is due in accordance with the Agreement. Unused PS Hours will expire at a rate of 25% of the total, every 3 months unless Services are scheduled before the expiration. After 12 months, all remaining, unscheduled hours will expire. PS Hours may only be used towards the consulting services and private training set forth above and may not be applied to public training or other services that Puppet provides.

Prior to scheduling PS Hours, the Customer and Puppet shall mutually agree in writing upon the scope of the work to be performed and the estimated PS Hours to be redeemed as evidenced by an executed Statement of Work or PS Hours Redemption Form. PS Hours must be used as whole numbers and will be rounded to the nearest whole number when redeemed. PS Hours

consulting services must be scheduled in minimum increments of 4 hours unless otherwise agreed to by the parties in writing. All scheduling of services is subject to Puppet resource availability at the time of the request.

Puppet's standard travel and expense policies will apply and Puppet will invoice the Customer for actual expenses incurred.