

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

Puppet Professional Services	PS Units
Project Management	2.25 PS Units / Hour
Professional Services	3.25 PS Units / Hour
Architecture / Advisory Services	4.00 PS Units / Hour
Puppet Enterprise Jumpstart: Basic	120 PS Units
Puppet Enterprise Jumpstart: Standard	240 PS Units
Puppet Enterprise Jumpstart: Extended	480 PS Units
Puppet Enterprise with Continuous Delivery Jumpstart: Basic	240 PS Units
Puppet Enterprise with Continuous Delivery Jumpstart: Standard	480 PS Units
Puppet Enterprise with Continuous Delivery Jumpstart: Extended	720 PS Units
Puppet Health Check	120 PS Units
Puppet Code Review	120 PS Units
PE 101: Deploy & Discover Private Training (up to 15 students)	60 PS Units
PE 201: Design & Manage Private Training (up to 15 students)	60 PS Units
PE 301: Develop & Maintain Private Training (up to 15 students)	60 PS Units
PE 401: Extend Capability Private Training (up to 15 students)	60 PS Units
PE 501: Continuously Deliver Private Training (up to 15 students)	60 PS Units
PE 601: Automate at Scale Private Training (up to 15 students)	60 PS Units
Advanced Technical Account Manager (TAM)	800 PS Units
Puppet Residency	1,560 PS Units

PS Units will be invoiced in full at time of purchase and are non-refundable. Payment is due in accordance with the Agreement. Unused PS Units will expire unless Services are scheduled and delivered within twelve (12) months from the date they were ordered. PS Units 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.



Professional Services (PS) Units Terms

Prior to scheduling PS Units, the Customer and Puppet shall mutually agree in writing upon the scope of the work to be performed and the estimated PS Units to be redeemed as evidenced by an executed Statement of Work or PS Units Redemption Form. PS Units must be used as whole units and will be rounded to the nearest whole unit when redeemed. PS Unit consulting services must be scheduled in minimum increments of 40 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.