

This Product Appendix 3 (including the attached Exhibits) governs your use of the Professional Services and is subject to the Enterprise Agreement General Terms available at <http://www.redhat.com/agreements> or, as applicable, other base agreement between you and Red Hat (the “**Agreement**”). Capitalized terms without definitions in this Product Appendix have the meaning defined in the Agreement. In the event of a conflict between this Product Appendix and an Exhibit to this Product Appendix, the terms of the Exhibit control.

Red Hat may modify this Product Appendix by posting a revised version at <http://www.redhat.com/agreements>, or by providing notice using other reasonable means. If you do not agree to the revised version then, (a) the existing Product Appendix will continue to apply to Red Hat Professional Services you have purchased as of the date of the update for the remainder of the then-current term; and (b) the revised version will apply to any new purchases of Red Hat Professional Services made after the effective date of the revised version.

1. Transaction Details and Structure

- 1.1 Fees and Ordering.** Product Appendix 3 governs Red Hat Professional Services purchased directly from Red Hat or indirectly from a Business Partner. Professional Services are sold based on a certain metric or “Unit”. The applicable Unit will be set forth in the Order Form. Any references to transactional details (e.g. fees, invoicing, payment terms and expenses) in this Appendix 3 only apply to direct transactions with Red Hat. Transaction details for your indirect purchases through Business Partners are determined by you and the Business Partner.
- 1.2 Red Hat as your Professional Services Subcontractor.** If you are a prime contractor and Red Hat is acting as your subcontractor, then this Product Appendix, the Order Form and the Agreement, will apply as between you and Red Hat with regard to Red Hat’s provision of the Professional Services. Red Hat will provide the Professional Services to you at your direction for your client’s project. Any agreement that you enter into with your client is solely between you and your client.
- 1.3 Red Hat Professional Services Consulting Subscriptions.** If you order a Red Hat Professional Services Consulting Subscription, either directly or indirectly, then the additional terms set forth in Exhibit 1 to this Product Appendix, together with this Product Appendix and the Agreement, will govern the Red Hat Professional Services Consulting Subscription.

2. Professional Services.

This Product Appendix applies to Red Hat’s consulting services to assist with the use, configuration, implementation, installation or other consulting services in relation to Red Hat Products and associated open source technology (the “**Professional Services**”).

- 2.1 Task Lists.** Red Hat will perform the Professional Services to assist you with the Tasks set forth in: (a) the Task List set forth in the Order Form or (b) for Red Hat Professional Services Consulting Subscriptions, the Tasks set forth in Exhibit 1 hereto. The Professional Services will be provided by a consultant(s) (“**Consultant(s)**”) assigned by Red Hat. The Professional Services are limited to the number of Units of Professional Services and to the Term set forth in the Purchase Summary of the Order Form between you and Red Hat or between the Business Partner and Red Hat, as applicable (please confirm the number Units and the Term with the Business Partner from whom you purchased the Professional Services when not purchasing directly from Red Hat). The overall responsibility regarding the successful use of the Professional Services rests with you.
- 2.2 No Deliverables.** Notwithstanding anything to the contrary contained herein or in the Order Form, there are no deliverables included within the scope of the Professional Services. The Professional Services will be considered as completed when the Units purchased have been consumed or the Term for the Unit(s) purchased has expired, whichever occurs first (please confirm the consumption rules and the Term with the Business Partner from whom you purchased the Professional Services).
- 2.3 Open Source Methods.** Tasks in the Task List are intended to be generally repeatable for other Red Hat clients. Assistance with software is intended to use open source methodologies with the principle of “upstream first” as described in <https://www.redhat.com/en/about/open-source/participation-guidelines>. Nothing in the previous sentence is intended to limit the confidentiality provisions of the Agreement.
- 2.4 Out of Scope Items.** The tasks set forth and described in the Task List of the Order form or in Exhibit 1, as applicable, are the sole tasks with which Red Hat will provide assistance, and the Professional Services will not include any further tasks or other features, including without limitation, the items described as “Out of Scope Items” in the Order Form.
- 3. Program Management, Project Management and Project Coordination.** If stated in the purchase summary of the Order Form, or, for Red Hat Consulting Subscriptions, as set forth in Exhibit 1, Red Hat will assign a project manager or program manager or project coordinator. Program management, project management, and project coordination may be set forth in more detail in an Order Form. Project Management and Project Coordination will gather your requests, direct the Red Hat Consultants and provide periodic updates as mutually agreed.
- 3.1 Customer Engagement Report.** If a Customer Engagement Report will be provided as agreed in the Order Form, then the Red Hat project team will prepare a site-specific engagement summary, in collaboration with you, listing the tasks or a high level description of the Professional Services performed by Red Hat, designed to capture, to the extent applicable:
- (a) Red Hat Consultants and your engagement participants;
 - (b) An executive summary of goals, objectives, and ongoing issues or dependencies;
 - (c) An overview of engagement purpose and approach;
 - (d) Implementation details and verification;
 - (e) A summary of knowledge transfer topics by Red Hat Consultants; and
 - (f) Technical next steps with Red Hat suggestions.

4 Dependencies and Assumptions.

- 4.1** Your cooperation is required for Red Hat to perform the Professional Services and you agree to provide the following:
- (a) Timely access to reasonably requested accurate and complete information related to the Professional Services.
 - (b) Adequate workspace, network connectivity, telephone and internet access. VPN access to Red Hat's internal network, from the Consultant's laptop, is required in order to provide the Professional Services to you.
 - (c) You are responsible for the actual content of any of your data files, the selection and implementation of controls on access and use, security of your stored data and whether any such data remains retrievable speedily and economically.
 - (d) You are responsible for ensuring that you have appropriate backup, security and virus-checking procedures in place for any computer files that you provide or which may be affected by the Professional Services.
 - (e) You are responsible for ensuring that all software provided by you in connection with the project is properly licensed to you, including permitted use by Red Hat to the extent applicable, and that you have all appropriate Subscriptions for Red Hat Software.
 - (f) Any additional or modified Dependencies and Assumptions as set forth in the Order Form.
- 4.2** Should any dependency or assumption set out or referred to in Section 4.1 prove to be invalid or should it not be possible for you to carry out any of your obligations under this Product Appendix, Red Hat will be entitled to equitable adjustments to the Professional Services and/or Fees for the Professional Services, and may charge on a time and materials basis using Red Hat's then applicable standard rates (including charging standard rates to the Business Partner for indirect purchases) for any resulting additional work or waiting time. This also applies for any delays and additional work required which was not caused by Red Hat.
- 5. Availability.** Unless otherwise agreed by the parties in writing, Professional Services will be performed Monday through Friday, between the hours of 8:00 a.m. – 7:00 p.m. in the Consultant's local time zone. Professional Services outside of the hours above, work on weekends or on Red Hat-recognized holidays must be pre-approved in writing by Red Hat.
- 6. Location.** Professional Services will be performed remotely (or, if agreed to by Red Hat in the Order Form, at your site located at the "Ship-to" address shown in the Order Form). If applicable, any documentation may be completed remotely at Red Hat's discretion.
- 7. Multiple Personnel.** Red Hat may, at its sole discretion, choose to engage different consulting personnel for different portions of the Professional Services.
- 8. Change Control Procedure.** Terms for Change Control Procedure are set forth in the Order Form.
- 9. Red Hat Subcontractors.** Upon request, Red Hat will disclose its use of subcontractors to perform the Professional Services ("Subcontractors"). Red Hat shall remain responsible for its obligations under this Product Appendix notwithstanding any such use of Subcontractors.
- 10. Information and Access.** If you provide Consultants with unescorted access to your facilities or if you issue credentials to Consultants for access to your network and computing resources to facilitate the Professional Services, Red Hat will require Consultants to comply with your rules concerning access to your site and systems, provided that such rules are communicated to Red Hat in writing reasonably in advance of Red Hat Consultants having such access and do not require any out of pocket expenses from Red Hat. Red Hat will also agree to confidentiality provisions with Consultants that require them to comply with the confidentiality provisions of the Agreement with respect to your Confidential Information (as defined in the Agreement). Consultants will not be obligated to sign any agreements with you in their individual capacity.
- 11. Intellectual Property Ownership and Licensing.** Pre-existing intellectual property owned by either party remains the property of that party. Nothing in this Agreement transfers ownership of intellectual property. Nothing Red Hat creates under the Agreement is a "work for hire".
- 12. Open Source Licenses.** Red Hat uses an open source development model and any software created under this Product Appendix will be licensed under an open source software license. Any modifications to or derivatives of open source software will be licensed under an open source license, usually the original open source license for that software. To the extent material provided under this Product Appendix by Red Hat (e.g., reports, templates, or presentations) is not software and is not subject to an open source license, Red Hat grants to you the necessary rights to use such material for your internal business purposes. Nothing in this Product Appendix alters the confidentiality responsibilities of either party.

1. Consulting Subscription Services.

If you purchase a Consulting Subscription the following terms apply:

1.1 Red Hat Products. The Consulting Subscription consists of one (1) dedicated Consultant eight (8) hours per day five (5) days a week during the term of the Consulting Subscription, excluding forty-two (42) business days for paid time off, Red Hat holidays and Red Hat training. The term of a Consulting Subscription will not exceed one (1) year. The dedicated Consultant will provide assistance in the form of Tasks (as directed by the projected manager or project coordinated as set forth below) with one (1) of the following Red Hat Products: Red Hat Enterprise Linux, Red Hat OpenShift Container Platform, or Red Hat Ansible Automation Platform.

1.2 Project Management, Project Coordination. Red Hat will assign a non-dedicated project manager or project coordinator to remotely coordinate your requests for assistance with Tasks, provide direction to the Consultant and submit reports to your designated point of contact for the Consulting Subscription. Project management will include the following:

1.2.1 Preparation

- a. Coordinate kick-off and onboarding meetings between you and Red Hat Consultant(s).
- b. Work with you to establish the working norms.
- c. Work with you to establish a communication plan between you and Red Hat Consultant(s)

1.2.2 Scope, Plan and Monitoring

- a. Work with you to determine your key objectives with respect to the consulting Services and the your project
- b. Assist with the process for change requests as set forth in an Order Form
- c. Regularly monitor the status of the Professional Services
- d. Prepare regular briefings on the status of the Professional Services
- e. Assist in identifying potential Consulting Subscription related issues or blockers

1.2.3 Governance and Communication

- a. Coordinate with Red Hat resources to align with the your project schedule
- b. Coordinate with you and team members
- c. Update you on close down of the Professional Services with respect to your project upon expiration of the Term as set forth in the Purchase Summary of the Order Form

1.2.4 Information and Access for the Consulting Subscriptions. You agree to provide Red Hat with any applicable Information and Access from Section 10 of the Product Appendix required to commence the Professional Services described in this Exhibit 1 Red Hat Consulting Subscriptions no later than five business days after the Effective Date of the applicable Order Form.

1.3 Expenses. Out-of-pocket expenses incurred by the Consultant hereunder, such as travel (for up to two (2) on-site visits), lodging, food, transportation, and other expenses are included in the Consulting Subscription. The Project Management services set forth in Section 1.2 do not include any travel or expenses, and any travel or expenses will need to be mutually agreed in writing.

1.4 Consulting Subscription Tasks. The Consulting Subscriptions tasks consist of the following:

Consulting Subscription	Consulting Subscriptions Tasks
Enterprise Engineer	<ul style="list-style-type: none"> • Technical assistance and problem resolution related to Red Hat Products. • Informal mentoring, general knowledge sharing, and configuration of Red Hat Products. • Up to two Red Hat Software architectural reviews and implementation planning sessions. • Up to two (2) on-site visits at your site
Architect	<ul style="list-style-type: none"> • One architectural review and design of an enterprise architecture as it relates to Red Hat Products and how they fit. • Workshop(s) covering technical and business areas that are helpful for realizing value from Red Hat Products and open source technology. • Acceleration and reinforcement of skills from Red Hat Training Services. • Insights into additional areas for leveraging open source technology in your environments.

	<ul style="list-style-type: none"> • Up to two (2) on-site deep dives to examine the current state architecture and iterative development of forward-looking plans (roadmaps) based on your needs and current/future Red Hat Products. • Your architecture and roadmap alignment. • Planning related to your architecture and road mapping.
<p>Program Lead</p>	<ul style="list-style-type: none"> • Provide consultative guidance and planning support for execution of projects making use of Red Hat Software and Services. • Recommendations for Red Hat Training Services. • Insights into additional areas for leveraging open source technology in your environments. • Remote deep dives to examine the current state architecture and iterative development of forward-looking plans (roadmaps) based on your needs and current/future Red Hat Products. • Planning related to client architecture and road mapping.