

SUPPLEMENTAL IMPLEMENTATION SERVICES TERMS

These Supplemental Implementation Services Terms (“Implementation Terms”) set forth the general framework, responsibilities, and service structure governing all implementation-related Quotes and services provided by Interplay Learning, Inc. (“Interplay Learning” or “IPL”).

These Implementation Terms apply in conjunction with the Interplay Learning Terms and Conditions, available at www.interplaylearning.com/terms/, and together they govern all implementation-related purchases, renewals, and expansions unless and until replaced by a fully executed Master Services Agreement (“MSA”). Fees, payment, taxes, data handling, confidentiality, intellectual property ownership, compliance, warranties, indemnities, limitations of liability, and other general terms are governed by the Interplay Learning Terms and Conditions, which apply in full to all Implementation Services and Quotes.

In the event of a conflict, the Quote controls, followed by these Implementation Terms, then the Interplay Terms and Conditions.

1. Scope

Implementation Services are required for all subscription packages. Scope, duration, deliverables, exclusions, and optional services are defined by the Customer’s Quote and limited to the package level selected.

Implementation Services are confined to standard platform configuration, data setup, content assignments, and launch support. They do **not** include ongoing managed services, custom development, technical work beyond standard implementation, ongoing administrative support, or post-launch configuration outside the stated Implementation Services. Optional add-ons may be purchased separately.

2. Interplay Learning Services

Interplay Learning will perform the Implementation Services set forth in the Customer’s Quote, corresponding to the selected Implementation Tier (30-Day, 45-Day, 60-Day, or 90-Day).

All Implementation Services are provided during the implementation period defined in the Quote and expire automatically upon completion of that period.

A. 30-Day Implementation

Implementation Period: Up to 30 days.

Interplay Learning Services:

- One (1) CSV user upload
- Up to three (3) custom learning paths
- Pre-built learning path recommendations
- Templated launch communications

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- Kickoff and Launch Strategy meetings
- Admin and End-User training (upon request)

Out of Scope: Custom APIs; post-implementation support; advanced or custom reporting; LMS issues outside IPL control; SCORM/LTI administration.

Optional Add-Ons: Integration setup, additional training, custom content, learner support, apprenticeship services.

B. 45-Day Implementation

Implementation Period: Up to 45 days.

Interplay Learning Services:

- Up to three (3) CSV uploads
- SSO setup and white label configuration
- Group setup consultation
- Up to three (3) custom learning paths and initial content assignment
- Recurring reports setup
- Pre-built learning path recommendations and marketing resources
- Kickoff, Admin, Manager, and End-User training sessions
- Implementation Review

Out of Scope: Custom APIs; unlisted integrations; reporting beyond recurring reports; LMS issues outside IPL control; SCORM/LTI administration.

Optional Add-Ons: Integration setup; expanded training; custom content; learner support; apprenticeship services.

C. 60-Day Implementation

Implementation Period: Up to 60 days.

Interplay Learning Services:

- Up to three (3) CSV uploads
- SSO and white label configuration
- Group and integration consultation
- Content assignments; up to three (3) custom learning paths
- Recurring reports setup
- One (1) curriculum consultation
- Two (2) personalized marketing resources
- Admin, Manager, and End-User training sessions
- Implementation Review

Out of Scope: Custom APIs; reporting beyond recurring reports; post-implementation support; LMS or SCORM/LTI issues outside IPL control.

Optional Add-Ons: Paid integrations; additional curriculum consultations; expanded training; custom course builds; learner support; apprenticeship services.

D. 90-Day Implementation

Implementation Period: Up to 90 days.

Interplay Learning Services:

- Up to five (5) CSV uploads
- SSO and white label configuration
- Group and integration consultation
- Up to five (5) custom learning paths
- Recurring reports setup
- Two (2) curriculum consultations
- Three (3) personalized marketing resources
- Comprehensive Admin, Manager, and End-User training sessions
- Implementation Review

Out of Scope: Custom APIs; advanced or custom reporting; post-implementation support; LMS or SCORM/LTI issues outside IPL control.

Optional Add-Ons: Advanced integrations; additional curriculum consultations; expanded training bundles; bespoke marketing; custom content; learner support; apprenticeship services.

3. Customer Obligations

Customer shall:

- a) Provide complete user data in the required format for upload;
- b) Designate a primary project contact responsible for coordination;
- c) Provide timely access to systems, personnel, and facilities;
- d) Attend scheduled meetings and training sessions (missed sessions may be deemed delivered);
- e) Complete assigned internal launch tasks, including testing and user communication;
- f) Approve deliverables, integrations, or configurations in a timely manner; and
- g) Maintain an active Interplay Learning Subscription sufficient to support all enrolled users.

IPL's performance is contingent upon Customer's timely completion of these tasks. Delays or failures to perform may shift project milestones or result in expiration of services at the end of the Implementation Period without refund or credit.

4. Term and Expiration

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Implementation Services are valid only during the Implementation Period defined in the Quote. Any unused meetings, trainings, or deliverables expire automatically at the end of that period and are considered delivered.

Extensions may be purchased through a new Quote.

5. Billing and Mechanics

Billing for Implementation Services is governed by the Customer's Quote.

All implementation fees are invoiced upon Quote acceptance or project initiation, as specified in the Quote.

Implementation Services are time-bound and not contingent upon Customer launch readiness. If the Customer delays implementation, rescheduling or extensions beyond the defined Implementation Period may require a new Quote.

Unless otherwise stated in the Quote, payment terms, taxes, and billing policies follow the Interplay Learning Terms and Conditions.

6. Contact Information

Interplay Learning, Inc.

PO Box 300973

Austin, TX 78703

Email: contracts@interplaylearning.com

Website: www.interplaylearning.com