

## Momentum Marketplace Inclusions and Exclusions

### Services Available with Marketplace Hours:

- Identifying, recommending, and delivering remote training opportunities, outside of new implementations, including:
  - Application Administration
  - Venue Sales & Operations
  - Event Management
  - Exhibitor Management
  - Registration (*Enterprise*)
  - Financials
  - Momentum API and Report Development
  - Staff Onboardings & Refresher Training
- Best practice configuration of Momentum software, outside of new implementations, including:
  - Access Management (i.e., User, Roles, etc.)
  - Items, Rooms, Price Schedules, Instruction Sets, etc. (*Elite*)
  - Resources, Inventory, Price Lists, Spaces, etc. (*Enterprise*)
  - Registration Templates and Online Configurations (*Enterprise*)
  - Exhibition Templates and Online Configurations (*Enterprise*)
  - Online Space Booking (*Enterprise*)
  - Financial Ticketed & Non-Ticketed Settlement (*Elite*)
  - Financial reconciliation and end of period procedures (*Enterprise*)
  - Standard Reporting & Dashboards
- Crystal report modifications on existing reports.
  - If modifications are made to a crystal report that does not currently have maintenance on the report, the Customer must purchase an annual recurring maintenance for the report.
- Staff augmentation

### Exclusions:

- Implementation and configuration of new licensed Momentum software modules and features
- Onsite fees for Momentum employee travel, accommodations, food and beverage
- Development of new or budget intensive customer-specific integration or reports
- Maintenance of custom integrations and developments covered by other recurring agreements
- Cloud migrations
- Any work on customer client servers or devices
- Troubleshooting for legacy on-premise environments
- Custom script development, advice or execution that involves the removal of data at a database level
- Installation of any software or packages on client servers and devices