



Fulcrum Management Solutions Inc.
Thoughtexchange® Terms of Service Agreement

This document and its related documents form an agreement between Fulcrum Management Solutions Inc. and you, Alvord Unified School District. This document provides the specifics of your agreement; the following documents are incorporated by reference into your agreement: Attachment 1 is your detailed list of services, Attachment 2 is our Services Agreement, which provides our standard terms of service and Attachment 3 is a description of our services. In the event of a disagreement between this document and the attachments, this document takes precedence.

This is not an invoice. See below for invoicing details.

Pricing

Description	Pricing*
Thoughtexchange Services (detailed in the attached Attachment 1)	\$24,000.00
Annual Price	\$24,000.00

*Pricing in US Dollars

Payment & Term

Your license begins on January 18, 2019 and is automatically renewed for a year term at the Annual Price, subject to the quoted 5% annual increase, on your Anniversary Date of February 1 (starting in 2020) for each subsequent year, unless you provide us with 60 days notice of cancellation prior to the Anniversary Date.

The price shown on this agreement is guaranteed until the February 1, 2021 payment. After this payment, we will provide you with minimum 120 days notice, prior to the Anniversary Date, of any price increases.

An invoice, showing relevant taxes, will be provided upon acceptance of this agreement with subsequent invoices provided on or before the Anniversary Date above.

This agreement must be accepted by January 18, 2019 to be valid.





Please indicate your acceptance of this agreement (including the attachments) by email reply or by signing below and returning this cover page to us. By signing or replying you represent that you are authorized to agree to this agreement on behalf of Alvord Unified School District. Payment also indicates acceptance of these terms.

Alvord Unified School District

Fulcrum Management Solutions Inc.

By: JK Mount

By: Juliette Franklin

Julie Koehler Mount
(Above Name Printed)

Juliette Franklin
(Above Name Printed)

Interim Asst. Supt
(Title)

VP Finance
(Title)

1/18/19
(Date)

January 10, 2019
(Date)

Attachment 1

Thoughtexchange is comprised of Software Services and Professional Services. Software Services are those provided by the software platform that creates online conversations between Leaders and their Participants. Professional Services are provided by our staff and contractors to you our customer and to your Leaders and Participants.

We call each of these conversations an Exchange. There are 2 types of Exchanges:

- a) Standard Exchanges where your licensed Leaders create and facilitate (i.e. manage) their own Exchanges,
- b) Advanced Exchanges where we create and facilitate the Exchange on behalf of your licensed Leaders.

This agreement lists the services you have purchased as part of your agreement. Descriptions of these services can be found in Attachment 3.

Software Services:

- Unlimited Leader Licenses
- 1 Thoughtexchange Room – i.e. 1 active exchange per room
- Unlimited Standard Exchanges can be created by a Leader
- Unlimited Participants per Exchange
- Multi language for Exchanges
- Analytics and Data Visualization
- Hosting of all runtime software and data, data backups, software upgrades
- 24x7 system availability
- Multiple Questions for Advanced Exchanges
- Demographic Questions for Advanced Exchanges
- Advanced analytics and visualizations including unlimited access that you manage.
- Customer Branding
- Advanced Exchange Projects

Professional Services:

- Email and phone support
- Coaching for Leaders for Standard Exchange creation
- Online access to help and resources
- Advanced Exchange Facilitation by our staff on behalf of your licensed Leaders
- 1 Advanced Exchange or Project
- Engagement consulting
- Moderation for Advanced Exchanges
- Theming for Advanced Exchanges
- Custom reports and presentations for Advanced Exchanges
- Participant Results Web Sites for Advanced Exchanges

Thoughtexchange® US Service Terms – Attachment 2

1. Scope of Agreement

1.1 Fulcrum Management Solutions, Inc., a Washington corporation (“Fulcrum” or, alternatively, “we” or “us”), markets and sells subscriptions to the online software platform called Thoughtexchange and various online services offered as part of the platform (“Software Services”). We provide one or more types of subscription each having its own set of Software Services. These Software Services are described more fully in Attachment 3.

1.2 We also provide support, consulting and other professional services in connection with the Thoughtexchange platform (“Professional Services”). Some of these services are provided as part of a specific subscription type. Others are provided on a standalone basis. These Professional Services are also described more fully in Attachment 3.

1.3 This document is attached to a signed cover page and Attachment 1 that incorporates these terms. The cover page sets forth the price and other details of the subscription that you have purchased, and Attachment 1 identifies the particular Software and Professional Services you have purchased. The cover page, together with this document, constitutes our Agreement for any Software and/or Professional Services that we provide to you.

2. Precedence of Terms

2.1 While this Agreement sets forth the terms under which we provide Software Services to you our customer, the use of the Thoughtexchange online platform by individuals to whom you provide access to lead or participate in an exchange, is governed by our Participant and Leader Terms of Use (the “Terms of Use”).

2.2. The Terms of Use provides protections for Participant privacy, prevents abuse of the platform by Participants and limits our liability and yours to Participants and Leaders. We intend for this Agreement, and not the Terms of Use, to govern the relationship between us. Accordingly, if there is conflict between a term set forth in this Agreement and a term set forth in the Terms of Use:

- a) the term contained in this Agreement takes precedence as between us, and
- b) the term set forth in the Terms of Use takes precedence for Participants.

2.3 Our current form of Terms of Use can be found at <https://get.thoughtexchange.help>. We may change our Terms of Use from time to time, and we will notify you as early as is commercially reasonable of any upcoming change. No such change will have the effect of changing this Agreement.

3. Leader Licenses

3.1 Attachment 1 lists how many Leader licenses you have purchased. It is your responsibility to ensure that your Leaders have the right to use the Thoughtexchange platform where you are located, as well as where they are located.

3.2 Each Leader license is associated to an individual email address. At any given time, you may only provide access to the Software Services for the number of people for which you have purchased Leader licenses. You can add or change the email addresses associated to Leader licenses by contacting us. There is no limit on how often you can change these addresses.

3.3 Cancellation, or failure to renew your subscription, will result in suspension of any Leader licenses that you have purchased, either at the time of cancellation or at the end of your current Subscription Period.

4. Term of Software and Professional Services

4.1 The services described in this Agreement (whether Software Services or Professional Services) are only available to you during the Subscription Period provided on the cover page. If your subscription is terminated for any reason, our obligation to provide services terminates on the effective date of termination of your subscription.

4.2 In providing services to you, our relationship to you is that of an independent contractor. It is not the intent of either party to create a relation of employment, partnership, agency or joint venture. Except as specifically set forth in the cover page, we will bear all expenses incurred in connection with the services.

4.3 You may cancel your subscription at any time during your Subscription Period by providing us with written notice. No refund is payable of any subscription fees already invoiced or paid. We may cancel your subscription at any time and will issue a refund pro-rated based on the number of months remaining to the end of your Subscription Period.

5. Advanced Exchanges

5.1 You agree that successful delivery of the Software and Professional Services that you purchase for Advanced Exchanges requires your active involvement. Where this is the case, you agree to provide the following:

- a) at least one person to act as a contact with us;
- b) timely responses to requests in order to facilitate;
- c) if required, information required for the facilitation of your exchange, including names and email addresses of those who are to be invited to participate;
- d) approval of Content (as defined below) to be included in or generated by your exchange;
- e) approval of data visualizations before we share results with your Participants;
- f) approval of reports before they are published; and
- g) approval of websites and other Content created as part of the Software or Professional Services.

You will be responsible for approving Content to be included in your exchange, and we will not be liable for the publication of any Content that you have approved.

5.2 Each Advanced Exchange has activities that you will need to approve before your exchange can proceed further. Checkpoints for approval may include:

- a) email (and other electronic notification) text sent at the beginning and during the exchange;
- b) results of moderation where inappropriate Participant thoughts are removed;
- c) Participant flagged thoughts during the Star step – whether these should be removed or added back into the exchange;
- d) theming of starred thoughts; and
- e) results messaging.

For any or all of these checkpoints you can tell us to proceed without you actually inspecting the information. You do so at your own risk and we will not be liable for the publication of this Content.

5.3 If you engage us to create a website or video for you, the following terms apply:

- a) During the design phase of a website the web address (URL) will be active but protected from public viewing. We may provide this protection using a login, which we will provide to you. We assume no responsibility for the condition or content of the website if you choose to disclose this login information to others.
- b) After the website is published, no changes may be made other than minor revisions to the content except as agreed by you and us. If your website is to be available generally to the public, we may direct others to the URL once the website is published.
- c) You are responsible for reviewing and approving the content of any video prior to its publication. You will also be responsible for recruiting and making available persons to appear in the video. We will be responsible for obtaining releases and permissions from persons filmed.

6. Ownership of Content

6.1 You own all visual, written or audible communications and any other material that is produced by you and your Exchange Leaders, stored under your account or published in one or more of your Exchanges. You also own the rights to content created or provided by Participants as part of an Exchange that is licensed to you under the Terms of Use. (All of the foregoing is collectively referred to as "Content.") As part of your subscription, we provide hosting for your Content as well as the tools to create and manage your Content.

6.2 Other material specific to you that we create in providing your services (including, but not limited to, text, graphics, logo, pictures, audio and video) is also owned by you, and you have the right to use it as you see fit following termination of this Agreement.

6.3 All designs, templates, general graphics (i.e. graphics not directly pertaining to your organization) or method of presenting data (e.g. infographics), whether or not created with your input and or assistance, to the extent they do not contain content specific to you, are our property and can be re-used by us for any purpose.

6.4 By way of example, and not limitation, of the foregoing:

- a) You own the specific results and the specific visualizations of the results of your exchanges. We retain ownership of the analytic processes and mechanisms of visualizations even if these were developed or improved in conjunction with you.
- b) Once a customized report or presentation of your exchange results has been completed, it is your property and you may make use of it as you wish. We retain ownership of the design of the report to use as a template for other reports with other customers, even if the design was developed or improved in conjunction with you.
- c) If you engage us to create a website to publish your results, you own the website contents. We retain ownership of the analytic processes, visualizations, website layout and design and implementation mechanisms use to create the website, even if these were developed or improved in conjunction with you.

7. Responsibility for Content

7.1 You are solely responsible for any liability arising from your Content. We do not guarantee the accuracy, integrity or quality of any Content.

7.2 While we make a reasonable effort to be compliant with the data access laws in all jurisdictions in which we have a significant number of customers, you are ultimately responsible for following the laws in your state, province or country, including any legal requirements concerning data access. We do not guarantee the availability of our Software Services in all countries and they may not be available for use in any specific jurisdiction.

7.3 You and your Leaders and Participants also control the privacy of your Content. We have no responsibility for Content disclosed by you, your Leaders or Participants.

7.4 We will use commercially reasonable efforts to ensure that only Participants and Leaders authorized by you have access to your Content and to maintain the privacy of your Content stored on the Thoughtexchange platform.

7.5 Except as permitted by this Agreement or otherwise required by law, we will not share your Content with any third party without your permission. If you grant us permission to use this information publicly you agree this information may be used by us for all business purposes, without any accounting or any payment to you, unless otherwise arranged at the time permission was given. "Permission," as used in this agreement, means written permission including email.

7.6 You acknowledge and agree that we may cooperate with any governmental authority in connection with any investigation into your use of our services, including use in contravention of applicable laws, and may, in accordance with applicable laws, disclose any Content, and any other information pertaining to you or to your use of our services to such governmental authority in connection with any such investigation. Notice of our cooperation with any such investigation will be provided to you where reasonably possible.

8. Use of Content

8.1 You agree that we have the right to use Content for the following purposes:

- a) to monitor and manage usage by licensed Leaders and other terms and conditions of this Agreement;
- b) to extract statistical summary data (numerical values summarizing usage and not including any textual information entered by your Leaders and Participants), combine the data with data from other customers, and to share this data, from which all customer identifying information has been removed, publicly;
- c) to troubleshoot problems or assist your Leaders and Participants; or
- d) to improve our products and services.

8.2 You agree that we have the right to monitor your use of our services to ensure your compliance with this Agreement, or to comply with any law, order, or requirement of any court or government authority.

8.3 If you give us permission to use your Content we may then publish it for our own marketing purposes without further notice to you. You will be able to share the results with Participants or the public as you think best. If you share your Content publicly it is deemed to be in the public domain and we may then share with others as we wish.

9. Content Deletion

9.1 We will maintain the Content from your Exchanges for six (6) months following termination of your subscription. Prior to termination of your subscription, you may obtain copies of your Content using the data download feature. After termination, providing the data has been maintained, we will provide you with a copy of your Content upon written request.

9.2 Termination of your subscription will also result in the termination of hosting of Content outside of the Thoughtexchange platform. We will maintain this hosted Content for six (6) months following termination of your subscription. Prior to deletion, you may obtain copies of your hosted website or the Content from any such service by making a written request to us.

9.3 After six (6) months we may, at our discretion, permanently delete your Content. We do not guarantee to maintain your Content after cancellation or the end of your term. We may, at our discretion, keep your Content for an indefinite amount of time so that, should you renew, you will have access to your Content. Note that the more time passes the less likely we are to maintain your Content, and even if we do maintain your Content, as time passes it become less likely that your Content will be useable due to system changes, upgrades etc.

9.4 At any time you may request in writing for us to delete your Content. We will delete all copies of your Content in our possession.

10. Confidential Information

10.1 In the course of providing services, you may provide us with certain confidential information, including but not limited to the personal information about your Leaders and Participants and information about your organization not directly related to your Exchange, that is marked confidential or is received under circumstances that would reasonably lead us to understand that it is confidential (your "Confidential Information").

10.2 Similarly, we may provide you with confidential information, including information about the Thoughtexchange platform and related services and information related to our business such as market position, customers, pricing, that is marked confidential or is received under circumstances that would reasonably lead you to understand it to be our confidential information (our "Confidential Information").

10.3 We each agree not to disclose the Confidential Information of the other to any third party without permission. We each agree to protect the Confidential Information with at least the same degree of care that we use to protect your own Confidential Information, but not less than a reasonable degree of care under the circumstances.

10.4 Neither of us shall be liable for the disclosure of the Confidential Information of the other that is:

- a) in the public domain other than by a breach of this Agreement;
- b) rightfully received from a third party without any obligation of confidentiality;
- c) rightfully known without any limitation on use or disclosure prior to its receipt;
- d) independently developed by our respective employees;
- e) generally made available to third parties by the owner without restriction on disclosure;
or
- f) otherwise required by law to be disclosed.

10.5 Specifically with respect to email addresses that you provide to us, we agree that we will not use such email addresses for anything other than directly providing services under this Agreement, unless, and only to the extent, you ask us to or grant us permission to do so.

10.6 If you grant us permission to use information publicly, you agree this information may be used by us for all business purposes, without any accounting or any payment to you, unless otherwise arranged at the time permission is given.

10.7 You agree that we may publish or disclose your name (or, if you are a company or agency, the name of your company or agency) as a client on our website or in written or verbal communications to other existing or prospective clients. No other information will be disclosed. If you do not want your name published or disclosed, you may deliver notice in writing to us and we will agree to keep this information confidential until or unless such request is revoked.

10.8 All terms of this Agreement are confidential between us, and, with the exception of our respective advisors and other agents having an obligation of confidentiality, are not to be discussed with anyone outside of our respective organizations.

11. Student Data Privacy

11.1 We acknowledge that, in order to provide the services described in this Agreement, we may receive data that are covered by the Federal Educational and Privacy rights Act ("FERPA") at 12 U.S.C. 1232g, Children's Online Privacy Protection Act ("COPPA"), 15 U.S.C. 6501-6502; Protection of Pupil Rights Amendment ("PPRA") 20 U.S.C. 1232 h.

11.2 We agree that in providing the services, we will be under your direct control and supervision with respect to the use and maintenance of student records and the personally identifying information contained in those records.

11.3 We further agree that, subject to the truth and accuracy of the following representations and warranties, we are in compliance with the above laws.

11.4 In entering into this Agreement, you represent, warrant and agree that:

- a. You have hired us to perform a service for which the district would otherwise use its own employees.
- b. You have previously provided us with an accurate copy of your most recent annual notification of FERPA rights.
- c. You are not hiring us to create exchanges other than for the exclusive purpose of developing, evaluating or providing education products or services for students or schools.
- d. If you ask us to collect information governed by COPPA, that you are validly exercising consent on behalf of the parents of every student for which information is provided.

12. Indemnification

12.1 You and we each agree to defend, indemnify and hold the other harmless against and in respect of any loss, damages, obligation, penalty, deficiency or liability (including, without limitation, attorneys' fees) imposed upon, incurred by or asserted against one of us that are finally determined to result from the other's material breach of any provision of this Agreement or its failure to meet its obligations to or perform any acts required under this Agreement, except to the extent such loss is caused by the acts or omissions of, or misrepresentations by, the non-breaching party, its employees or agents or third parties.

12.2 If any demand, claim or suit is asserted or instituted with respect to which any party may be entitled to indemnification under this Agreement, then the party liable for indemnification shall notify the party entitled to indemnification of the full details to the extent then known. The party entitled to indemnification shall be entitled at its own expense to employ counsel to defend such demand, claim or suit or to participate in the defense of such asserted demand, claim or suit. Any proposed settlement of any such demand, claim or suit must be approved by both of us. We agree to cooperate in good faith in the defense or settlement of any such demand, claim or suit.

13. Warranty and Limitation of Liability

13.1 Because the technologies underlying Software Services such as Thoughtexchange are inherently complex, we cannot warrant that the Software Services will be entirely error-free or will operate without interruption. We warrant that during your Subscription Period the Software Services will be free from significant defects. Our sole responsibilities in the event of an error or defect in the operation of the Software Services are:

- a) to use reasonable efforts to correct significant defects without charge; or
- b) to refund a portion of the subscription price, pro-rated from the time such defects are first brought to our attention, and terminate your subscription.

13.2 With respect to the Professional Services that we provide, we warrant that all work under this Agreement will be performed in a workmanlike manner and with professional diligence and skill and that at the time of delivery of any services, such services will conform to description set forth in Attachment 3.

13.3 All consulting advice provided by us is "as-is" and reflects our best judgment based on the information available to us at the time. You are solely responsible for the consequences of acting on our advice.

13.4 IT IS UNDERSTOOD AND AGREED THAT EITHER PARTY'S LIABILITY UNDER ANY PROVISION OF THIS AGREEMENT, WHETHER IN CONTRACT, IN TORT, UNDER ANY WARRANTY, IN NEGLIGENCE OR OTHERWISE SHALL NOT EXCEED THE RETURN OF THE AMOUNT OF THE FEES PAID BY YOU FOR SERVICES PROVIDED OVER THE PRIOR TWELVE (12) MONTH PERIOD. UNDER NO CIRCUMSTANCES SHALL EITHER PARTY BE LIABLE FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH POTENTIAL LOSSES OR DAMAGES. THE PRICE STATED FOR THE PRODUCTS IS A CONSIDERATION IN LIMITING FULCRUM'S LIABILITY.

14. General

14.1 This Agreement constitutes the entire agreement between us and there are no covenants, representations, warranties or agreements other than those contained or specifically preserved under the terms of this Agreement. The rights and obligations under Sections 5 through 14 shall survive termination of this Agreement.

14.2 This Agreement shall be governed by, and construed in accordance with, the laws of the State of Washington, without reference to any conflict-of-laws principles. You irrevocably submit to the personal jurisdiction of the U.S. federal and state courts in King County, Washington for any action or proceeding arising out of, or based upon, this Agreement, and waive any objection to the laying of venue in such courts or that any such court constitutes an inconvenient forum. EACH PARTY WAIVES, TO THE FULLEST EXTENT PERMITTED BY LAW, ANY AND ALL RIGHT TO TRIAL BY JURY IN ANY LEGAL PROCEEDING (WHETHER SOUNDING IN CONTRACT, TORT OR OTHERWISE) ARISING OUT OF, OR RELATING TO, THIS AGREEMENT.

14.3 In providing facilitation and other professional services under this agreement, you acknowledge and agree that we are not a municipal advisor as that term is used in Section 15B of the Securities Exchange Act (the "Exchange Act") and Rules thereunder requiring registration of municipal advisors. Accordingly, you acknowledge and agree that, by undertaking and creating reports in connection with any Thoughtexchange, and in any other communication we may provide to you: (a) we are not recommending an action to you; and (b) we are not acting as a municipal advisor toward you, and we do not owe a fiduciary duty to you pursuant to Section 15B of the Exchange Act with respect to the information and material contained in such communications. You should discuss any information and material contained in our communications with any and all internal or external advisors and experts that you deem appropriate before acting on this information or material.

14.4 In the event that any portion of this Agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the parties original intentions and the remainder of the provisions shall remain in full force and effect.

14.5 Either party's failure to insist upon or enforce strict performance of any provision of this Agreement does not mean that either party has waived any provision or right in this Agreement.

14.6 Neither the course of conduct between you and us nor trade practice shall act to modify any provision of this Agreement. This Agreement may only be amended by written agreement between all parties. You may not assign or transfer this Agreement without our prior written consent.

14.7 This Agreement inures to the benefit of and is binding on our respective successors and assigns.

Thoughtexchange® US Service Descriptions - Attachment 3

This appendix lists the services that we currently offer. It is unlikely you have purchased all of the services listed here. Those services that you have purchased are listed in Attachment 1 with your cover page. If a service listed here is not listed in Attachment 1 then you did not purchase it.

Background and important terms

Thoughtexchange Services are composed of Software Services and Professional Services. Software Services are those provided by the software platform that creates online conversations between Leaders and their Participants. Professional Services are provided by our staff and contractors to you our customer and to your Leaders and Participants.

The Thoughtexchange software platform allows Leader to engage with Participants in an online conversation. We call each of these conversations an Exchange. There are 2 types of Exchanges:

- a) Standard Exchanges where your licensed Leaders create and facilitate (i.e. manage) their own Exchanges,
- b) Advanced Exchanges where we create and facilitate the Exchange on behalf of your licensed Leaders.

Advanced exchanges can be run singly or we can run multiple advanced exchanges as a group – called a Project.

Leaders and Participants make use of the Thoughtexchange Software Services using the Thoughtexchange Application. The Thoughtexchange Applications is available in most popular web browsers on standard desktop and mobile platforms (see <https://get.thoughtexchange.help> for a list of supported platforms). There is also an IOS application version of the Thoughtexchange Application available in the Apple App Store.

Software Services

Leader Licenses: Each licensed Leader can create their own Standard Exchanges or have us facilitate Advanced Exchanges/Projects on their behalf. Leaders have access to special Leader features in the Thoughtexchange Application for both types of Exchanges.

Unlimited Exchanges: A Leader can create or have created for them an unlimited number of Exchanges or Advanced Projects.

Maximum simultaneous Advanced Exchanges: The cover page indicates the maximum number of simultaneously active Advanced Exchanges or Projects we will facilitate on your Leaders' behalf.

Thoughtexchange Rooms - these work like a physical meeting room: Any leader can use the room and you can use the room as often as you want but only 1 exchange at a time can be "in the room". The number of rooms given on the cover page is the same as the number of active Exchanges you can have at any one time. Note that is not limited in the software at this time. If you go over this limit we would discuss with you the need for more rooms.

Maximum Participants per Exchange: Exchanges have no limit on the number of Participants, although beyond a few thousand we generally recommend splitting into multiple exchanges.

Number of Questions: Standard Exchanges can have only 1 question. Advanced Exchanges can have more than 1 question although we recommend strongly having as few as possible.

Demographic Questions: Up to 5 demographic-style (multiple choice) questions.

Thoughtexchange® US Services Description

Multi Languages. Currently we support French and Spanish in addition to English. For Standard Exchanges the Leader can set their Exchange to one of the supported languages - the entire Exchange is then in that language. For Advanced Exchanges we support any combination of the supported languages in a single Exchange - Participants receive multilingual emails and have the thoughts shown at the Star step translated to their language (using Google Translate services).

Analytics and Data Visualization: With Standard Exchanges you have access to analytics and data visualization that is automatically generated by the software. Advanced Exchanges have more advanced robust and customized analytics and visualizations within the same application, or outside of it, as provided by our Professional Services.

For Advanced Exchanges/Projects you will have the ability to manage access to these visualizations.

Customer Branding (Advanced Exchanges only): We place your logo onto the welcome page shown to all Participants prior to their starting each Exchange.

Hosting: We provide all hosting of all runtime software and data, data backups.

Software upgrades: We provide periodic software upgrades with new functionality for Participants and Leaders. We provide release notes to customers and Leaders informing them of what has changed with each release.

24x7 system availability: The online services are available 24 hours a day, 7 days a week except in the case of planned system maintenance outages or unplanned outages. In either case we will make reasonable attempts to minimize the number and duration of these outages.

Professional Services

Email and phone support: We will provide email and phone based support to you, your Leaders, and Participants Monday to Friday 9 to 5 Pacific Time and not including Canadian statutory holidays. Support may also be available outside these hours.

Coaching for Leaders: During the support hours given above we will provide first time Standard Exchange creation coaching for your Leaders and then ongoing on-demand coaching.

Online access to help and resources: We provide online resources including our main help site at <http://get.thoughtexchange.help>.

Engagement consulting: We will provide on demand advice and consulting on how to engage with your community and other Participants, during the same hours as our support hours above.

Facilitation (Advanced Exchanges only): We will work with you and your Leaders to create Exchanges/Projects and provide ongoing facilitation services to see the Exchanges to their conclusion. This also includes customization of email text and some of the text in the Thoughtexchange Application. In addition, as part of each Advanced Exchange/Project completion, we will provide training and support for all users of the Analytic Visualizations.

Moderation (Advanced Exchanges only): Our staff review all thoughts to remove any hurtful or rude thoughts before they are seen by any other Participants at the Star or Discover steps. Prior to the Exchange we will work with you to define the criteria for this moderation. You will have the opportunity to review the removed thoughts and approve their removal or have them put back in.

Theming (Advanced Exchanges only): Our staff will group thoughts together into similar themes as part of the analysis after live participation is closed. These can either be "emergent" themes

Thoughtexchange® US Services Description

that we discover in the data or else a pre-defined set that we create based on consultations with you. This theming then serves as the basis for a number of advanced analytics and visualizations. You will have opportunity to review this theming prior to it being made available to others.

Custom reports and presentations: We will provide at least one custom report and presentation to your leadership team of the results of your Exchange(s).

Participant Results Web Sites: We will construct a website that reports to your Participants the results of your Exchange(s).