CLIENT SUPPORT CONTRACT

Parties

This agreement is between:

Client	Supplier
Company Name: Company Address 1: Company Address 2: Company City:　　　　　　State:　　ZIP: **Key Contact:** Name: Phone: Email:	**The Walking Classroom Institute (TWCI)** 1414 Raleigh Road Suite 295 Chapel Hill, NC 27517 **Key Contact:** Debra Ives (919) 242-7877 Debra@TheWalkingClassroom.org

Dates and reviews

Agreement begins on:

Contract Term:

Agreement ends on:

It may be reviewed at any point, by mutual agreement.

CONTENTS

SCOPE

Services Covered
TWCI Support Services for The Walking Classroom Web-based App include:

- **Free Electronic App Teacher's Guide** with full lesson plans and quizzes for every podcast as well as guidance and tools for program implementation. (Valued at $100 each.)
- **Unlimited online training** for all adults using the program with students for the duration of the contract.
- **Phone and/or email support** are available during the hours listed under Service Availability below.
- **Changes to student/educator user accounts** — Adding or changing licensed users during the subscription term – unlimited number through duration of contract.
- **Resetting user passwords** — Unlimited number through duration of contract.
- **Custom professional development opportunities** — By request
- **Monthly check-ins** via email.
- **Weekly user reports*** —**available by request**— Details podcasts that have been opened by licensed users. (***Note:** These reports may be limited by, or unavailable, because of security settings out of TWCI's control.)
- **Online student survey.** Mid-contract, a direct link to an online student survey will be provided to the teacher who will forward it to students to complete within a set timeframe. A report of survey results will be sent to the teacher within two weeks of students' survey completion.

Services provided to all adopters (with or without Support Contract):

- **Adopter Resources** – All educators/facilitators using the program have access to our free Adopter Resources including electronic quizzes, slide decks, video clips, downloadable worksheets, virtual field trips, hands-on activities, and more.
- **Online training** — Free online training is available for all adults implementing the program during the first 45 days after purchase.
- **Unlimited access to student training video** introducing how the program works and how to use the app.
- **End-user functional support** for students and educators:
  - Detailed written instructions and screenshots on accessing and using the app.
  - Short video clips covering app icon installation, navigation, general functionality, and usage tips.
- **Automatic updates** to assure latest version and compatibility.

- **Best Practices Recommendations** – All educators/facilitators using the program will receive our quarterly Adopter e-Newsletter with tips and resources for successful program implementation.
- **Frequently Asked Questions** and Troubleshooting documents are provided for all using the program.
- **Email support** is available for anyone using the program. (See Service Availability below)
- **Changes to student/educator user accounts** — Changes to licensed user accounts are available without the Support Contract for $9.99 per change.
- **Resetting user passwords** — Available for $9.99 per change without Support Contract.

Exclusions

TWCI wants your program to be successful! We aim to be helpful and accommodating at all times and will do our absolute best to assist program adopters wherever possible.

However, not everything is under our control. So, this Contract does not apply to:

- Technical issues outside of TWCI's control.
- Security issues outside of TWCI's control.
- Technical issues outside of Buildfire's control. (Buildfire is the platform under which our app is developed.)

This Contract does not apply in other circumstances that could be reasonably said to be beyond TWCI's control. For instance: floods, war, acts of god, and so on.

This Contract also does not apply if the client is in breach of its contract with TWCI for any reason (e.g., late payment of fees).

Service Requests

In support of services outlined in this Agreement, TWCI will respond to service-related incidents and/or requests submitted by the client within the following time frames. All times are subject to business hours and times (see details below):

- 1-8 hours for issues classified as **High priority**.
- Within 48 hours for issues classified as **Medium priority**.
- Within 5 working days for issues classified as **Low priority**

Support Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- **Telephone support:** 1:00 PM. to 5:00 P.M. EST Monday – Friday

- Calls received out of office hours will be forwarded to voicemail and best efforts will be made to answer / action the call.
  Phone: 919-240-7877
- **Email support:** Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.
    Email: podcasts@TheWalkingClassroom.org

Plans and Pricing Options:

Plans and Pricing Options are below. Pick the plan that best suits your needs. A minimum 3-month commitment is required. Discounts are provided for 6-month, 9-month, and 12-month contract periods. Payment under this support contract must be made up front.

TWCI Responsibilities

TWCI will provide and maintain the App platform used by the client.

Additionally, TWCI will:

- Respond to support requests within the timescales listed above.
- Take steps to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the client at all times.

Client Responsibilities

The client will:

- Provide a complete list of all adults who will be using the program with students including first name, last name, title, email address, and password. — Used to pre-register users for App use.
- Provide a complete list of all students who will be using the program including first name, last initial, email address, and password. — Used to pre-register users for App
- Notify TWCI of issues or problems in a timely manner.
- Maintain good communication with TWCI at all times.

Change Control

All changes made to this document, after both parties have signed and agreed to the terms captured herein, must be adopted through a Change Control document, accepted and signed by the appropriate representatives of both TWCI and Client.

Termination of Agreement

This agreement will be in effect, under the terms listed herein, and will remain active until the Contract termination date unless agreed to otherwise.

Payments

Support plans are billed upfront for the full term of the contract as per the pricing listed below. Payments are due within 30 days.

Approvals

Duly authorized representatives of Client and TWCI are required to sign and deliver this Agreement.

School/District/Org:		The Walking Classroom Institute	
# of App User Licenses: **Contract term:** **Cost of Contract:**			
By:		By:	
Name:		Name:	
Title:		Title:	
Date:		Date:	
Sig:		Sig:	

Plans and Pricing Options

3-Month App Subscription			Optional Support Contract	
# of App User Licenses	Price/Month/User	App Price/User over 3 mons	Optional Support Contract/month	Optional Support Contract Price for 3 months
up to 99	$ 3.99	$ 11.97	$ 50	$ 150
100 to 249	$ 3.49	$ 10.47	$ 100	$ 300
250 to 499	$ 2.99	$ 8.97	$ 250	$ 750
over 500	$ 2.49	$ 7.47	$ 500	$ 1,500

6-Month App Subscription			Optional Support Contract	
# of App User Licenses	Price/Month/User	App Price/User over 6 mons	Optional Support Contract/month	Optional Support Contract Price for 6 months
up to 99	$ 3.79	$ 22.74	$ 47	$ 279
100 to 249	$ 3.29	$ 19.74	$ 93	$ 558
250 to 499	$ 2.79	$ 16.74	$ 233	$ 1,395
over 500	$ 2.29	$ 13.74	$ 465	$ 2,790

9-Month App Subscription			Optional Support Contract	
# of App User Licenses	Price/Month/User	App Price/User over 9 mons	Optional Support Contract/month	Optional Support Contract Price for 9 months
up to 99	$ 3.69	$ 33.21	$ 42	$ 377
100 to 249	$ 3.19	$ 28.71	$ 84	$ 753
250 to 499	$ 2.69	$ 24.21	$ 209	$ 1,883
over 500	$ 2.19	$ 19.71	$ 419	$ 3,767

12-Month App Subscription			Optional Support Contract	
# of App User Licenses	Price/Month/ User	App Price/User over 12 mons	Optional Support Contract/month	Optional Support Contract Price for 12 months
up to 99	$ 3.59	$ 43.08	$ 39	$ 467
100 to 249	$ 3.09	$ 37.08	$ 78	$ 934
250 to 499	$ 2.59	$ 31.08	$ 195	$ 2,335
over 500	$ 2.09	$ 25.08	$ 389	$ 4,670