

Dear San Rafael City School District leader,

Thank you for your partnership with Frontline as we grow and continue our dedicated focus on serving K-12. More than 12,000 educational organizations representing over 80,000 schools now rely on Frontline solutions for everything from absence and attendance management, to professional learning, to special education and interventions, to employee records management.

As your partner, our focus continues to be on supporting K-12 leaders and educators. We're pleased to serve you through our 20+ years of experience, our employees' in-depth knowledge of education, and our commitment to continue to provide industry-leading solutions and technology for education.



SINGLE FRONTLINE
APPLICATION ID



INTUITIVE
MOBILE APP



SOC2 COMPLIANT
SECURITY



INSIGHTS-DRIVEN
DASHBOARDS

In 2017 we made significant strides in building the industry-leading Frontline Insights Platform. Many clients are now enjoying the benefits of a Single ID for your Frontline applications, an intuitive mobile app, SOC2 compliant security, insights-driven dashboards and more.

Our market leading Client Support & Success teams also put extensive time and focus on ensuring that we are easy to do business with and readily accessible to support clients in their journey of using Frontline solutions. Common processes and standard tools have led to a more unified client success experience for our users across all of our solutions. Additional solution area experts have been added and are available for best practice question and answers. These changes make your engagement and experience with Frontline easy, effective and productive.

We recognize you've put significant time into the decision to choose Frontline and worked hard to make it a success across your organization. By continuing our partnership, you'll maintain the momentum you've built in your organization.

What Added Value Will You Get Upon Renewal?

We're excited to offer some significant new benefits. Upon your renewal, you'll be initiating an upgrade to the enhanced functionality of our Frontline Insights Platform. These enhancements will become available at upgrade and continue being added over the course of the year. This platform is laying the groundwork for a completely connected set of solutions for K-12, one of the most popular requests in our client surveys.

As you know, some of our solutions already include:

- A single ID for your Frontline applications
- SOC2 compliant security
- Market-leading dashboards
- A mobile app
- A common user experience and navigation
- Benchmarking your district performance against the largest nationally-validated employee data set in K-12 education

As a result of your renewal, you will also be eligible to receive course libraries – these are specific courses for compliance and professional growth related to the solutions you already have from Frontline. The courses provide crucial learning for employees and are fully-SCORM compliant.

All clients will receive one free subscription to *The Line*, an award-winning publication focused on civil discourse in K-12. Your subscription includes two print editions and unlimited access to articles online.

What's Changing With Your Renewal?

We are seeking to provide equitable pricing across our client base in line with the value you receive and the pricing paid by clients of comparable size with the same solutions. Your renewal amount reflects this adjustment.

In addition, we have simplified your invoice by using the same pricing methodology across all of your Frontline solutions. You will no longer see variations to pricing based on different employee types, as you may have in the past. The new pricing method also allows you to have an unlimited number of employees within your

organization use our solutions, providing predictability for your budget even as you increase your usage of the solutions.

What's Your Next Step?

Your organization's specific pricing information is included in this document. We will need you to acknowledge the renewal to continue your services and begin your upgrade to the enhanced functionality of the Insights Platform.

To acknowledge your renewal, please go to the Renewal Form here.

If you've been previously contacted by a Frontline Client Success Manager or renewal team member, please reach out directly to them with any questions. Otherwise, feel free to contact us at renewals@frontlineed.com.

Did You Know?

Frontline has a new and exciting offering that can be added to your current solutions. Learning & Collaboration Resources includes 35 micro-credentials, collaborative groups, nearly 3,000 videos, and over 550 courses to equip your teachers to become masters of their craft. Learn more [here](#) and then contact your Frontline representative to schedule an overview.

How Can You Learn More?

If you have additional questions, we invite you to read our [FAQs](#).

Additionally, to learn more about the upgrade to enhanced functionality, please visit our [Client Resource Page](#).

We've made significant investments in our industry-leading platform, and we can't wait to help your district tap into the enhanced capabilities we are rolling out.

Sincerely,

Jim Catalino, Client Success Officer

HOW SHOULD I READ MY INVOICE:

Our new pricing method allows you to have an unlimited number of employees within your organization use our solutions, providing predictability for your budget even as you increase usage of the solutions. Because of this unlimited usage, product quantities are not listed on the invoice.

You'll see just one simple line item per product, and you will no longer see multiple line items per solution with variations to pricing based on different employee types. We trust this simplifies the reading of your invoice and makes it easier to do business with Frontline.

San Rafael City School District
310 Nova Albion Way
San Rafael CA 94903

Subscription Start Date: 7/1/2018

Description	Start	End	End User	Amount
Absence & Substitute Management, unlimited usage for internal employees	7/1/2018	6/30/2019	17702 San Rafael City School District	\$10,924.61
TOTAL RENEWAL				\$10,924.61