Welcome to Kihbba

OVERVIEW

The following is the terms of service for the Kihbba Support Membership. Please review the following information and keep it for your records.

MEMBERSHIP TEAM

Your Kihbba Support Membership Team is comprised of the following people:

- **Project Manager** – For communicating needs between our members and the teams building solutions.
- **Strategist** – The only member of the Kihbba staff you should approach for new ideas and problem solving.
- **Lead Developer** – For solutions which require advanced strategies or development.
- **Secondary Developer** – For day-to-day support of common issues which may arise in your tech stack.
- **Specialty Developer** – Some solutions require a developer with a special skill set for a specific tool. In the event this is needed, we will provide that person to the project.

CURRENT MEMBERSHIP OPTIONS

Concierge Software Support – $7,500/year (Annual Payment Only)

Includes:

- Access to Kihbba Support 12 hours/day, 7 days/week
- Software Selection
- Software Setup

- Automated Workflows
- Integrations Between Programs
- Dashboard and Reporting Support
- AI Agent/Assistant Buildout, Training and Deployment
- Full Company-Wide Trainings
- Ongoing Support as Needed

Fractional CTO – $15,000/year

Includes everything in the Concierge package, plus:

- Structured Deliverable Schedule
- Biweekly Meetings with Stakeholders and Development Team
- Access to a Technology Strategist for your entire tech stack
- Hands-on Approach to Modernizing your Technology

Payment Terms

- Concierge Software Support: $7,500 paid annually.
- Fractional CTO:
    - $15,000 one-time payment
    - OR $3,000 down + $1,000/month due on the 1st of each month

    All prior membership packages (Minimalist, Power User, Fanatic, AI Only, Executive Coaching) and add-on services (VIP Days, Data Management, Design Support, etc.) are discontinued.

MEMBERSHIP DEFINED & TERMS

Your Kihbba Support Membership is meant to help your business identify the best options for applicable business technology, then support you in the acquisition of the software, setup, integrations, automations and daily user support needs.

MEMBERSHIP TIMELINE

Memberships are a 12 month (365 day) annual subscription which begins and ends as follows:

- **Membership Start Date** – The Date Of Delivery of the first project set with Kihbba. During your onboarding you will help us to assess your systems and select the first 3-5

projects/tickets the team can begin to work on immediately. The successful completion of the agreed upon projects constitutes the Membership Start Date.

- **Membership End Date** – The 366th day after the Membership Start Date.

PRICING AND CANCELLATION

Membership Pricing

Concierge Software Support – $7,500 Per Year (Annual Only)
Fractional CTO – $15,000 Per Year (or $3,000 down + $1,000/month)

Cancellation and Refund

Cancellations may only occur in the first 9 months of service. Refunds are calculated as follows:

1. Membership fee is converted into a retainer.
2. All work performed (meetings, research, project execution) is logged at $225/hr.
3. The total time spent is billed, and any remainder is refunded.
4. If usage exceeds the retainer, no refund is due, but no extra fees will be charged.

MEMBERSHIP LIMITATIONS

The Kihbba Membership does not include business strategy, coaching or user services related to your client's journey. This is limited to your internal technology strategy, systems, and software that can support your team's operations.

SOFTWARE SELECTION

We help you choose which platforms best support the structure of your business. Our team will help you understand how each tool works, its core benefits, and what you should expect to gain from implementation.

TECHNOLOGY CONSULTATIONS

Members can schedule a consultation with their strategist to discuss any aspect of their technology needs and roadmap.

DATA MANIPULATION

This includes support formatting spreadsheets, cleaning up large data sets, and ensuring your CRM or back-office software can be maintained with cleaner data.

INTEGRATIONS

We help connect software tools you are already using so that your data and processes work more efficiently. This may involve webhooks, middleware platforms like Zapier or Make, or direct API usage.

AUTOMATIONS

We help streamline your workflow by building automations to handle repetitive tasks. This can be done inside tools that support automation or through third-party apps.

CONTENT CREATION & GRAPHIC DESIGN

Upon request, Kihbba will provide light content and graphic design support related to internal operations — including SOPs, internal slide decks, and reports.

SUPPORT DEFINITIONS & ACCESS

Support is available 12 hours a day, 7 days a week via our web portal or email. All requests are triaged and addressed based on complexity and priority. You will always have access to status updates, logs, and completion summaries.

MEMBERSHIP TIMELINE GUARANTEE

If a member begins their engagement and later determines they want to pause the membership (up to 6 months), Kihbba will accommodate a single pause per member without voiding the agreement. Pause must be requested in writing.

CONFIDENTIALITY & PRIVACY

All client materials, ideas, documentation, or strategy will remain confidential and will not be shared with any third party without written consent. This agreement remains in place for 2 years following the end of membership.

CUSTOM CODING AND DEVELOPMENT LIMITATIONS

Members who request highly customized software or integration projects will receive support; however, Kihbba reserves the right to decline any scope of work that requires extended full-stack engineering.

SYSTEM ACCESS & PASSWORD POLICY

For systems access, clients may use LastPass or secure password management platforms to share temporary credentials with our team. Any accounts that remain unshared or inaccessible cannot be supported.

MEMBERSHIP ACCESS & QUICK LINKS

All members receive a unique login to our support dashboard, including ticket tracking, system health updates, and request forms. Links are provided at onboarding and through our email confirmations.

RELEASE OF LIABILITY

Kihbba shall not be liable for any loss, damage, or delay caused by failure of third-party software, natural events, or force majeure circumstances. By using our service, you agree to hold us harmless for decisions made based on our technical suggestions.

NON-DISCLOSURE AGREEMENT

Any shared business models, workflows, or proprietary internal structures from either party will be protected under mutual NDA conditions for the duration of the membership and two years thereafter.

GOOD FAITH CLAUSE

Kihbba commits to acting in good faith to deliver all services with reasonable care, effort, and attention. Members agree to provide accurate business information and timely approvals to allow project momentum.

SOLUTION RIGHT OF REFUSAL

Kihbba reserves the right to decline any proposed software or system we believe is incompatible with our support methods, violates ethical standards, or lacks documentation or reliability.

MEMBERSHIP ABUSE POLICY

Clients found to be using Kihbba services for tasks outside the scope of their plan or treating team members disrespectfully may be removed from service and refunded at Kihbba's discretion.

SUPPORTED TECHNOLOGY STANDARDS

Kihbba supports cloud-based SaaS platforms. We do not support on-premise, legacy, or proprietary software that cannot be reasonably accessed or maintained remotely.

REFERRAL PROGRAM

Members who refer new clients to Kihbba may receive discounts or service credits. Terms may change, and all rewards must be claimed within 90 days of a new member's signup.

TEARDOWN PROCESS UPON TERMINATION

Upon membership expiration or cancellation, Kihbba will archive all completed projects and return requested credentials or documentation. Data will be stored for 30 days post-termination unless otherwise arranged.

FINAL TERMS

This Terms of Service is subject to change. The most current version is always available at www.kihbba.com.