

Exhibit A - Professional Services Description

Professional Services – Benchmark Analysis API

- I. Overview.** This service agreement includes services for the Customer's initial implementation of the API. Additional components, not listed here, require additional services.
- II. Zywave Team.** The Zywave Team assigned to perform the Professional Services described in the agreement shall consist of the Professional Services department, with overall responsibility for project success, as well as other resources as needed, which may include Project Manager and Solutions Architect.
- III. Duration.** 3 - 4 weeks from Initial Effective Date based on Customer responsiveness and availability.
- IV. Inclusions.** The following services will be provided as part of this agreement:
- a. Initial Setup:**
 - i. Setup of one (1) sandbox environment (if applicable)
 - b. Training:**
 - i. Access to Zywave University via on-demand curriculum to support Zywave API registration
 - c. Consulting:**
 - i. Up to three (3) scheduled technical consulting calls to discuss Benchmark Analysis API endpoints
- V. Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
- a. Consulting:**
 - i. Custom software development
 - ii. Consulting to define Customer's specific workflows and/or use cases
 - iii. On-site consulting at Customer's or Zywave's physical location
 - iv. Additional technical consulting and/or training on other Zywave products
 - v. Client consulting, and/or training
- I. Expiration.** All Professional Services are subject to the Zywave Cancellation Policy available at <https://www.zywave.com/training-cancellation-policy>. Any unused Professional Services Fees will expire 6 months from date of purchase. Any Professional Services performed following such expiration will require an additional Professional Services Fee at Zywave's then-current rates.
- VI. Billing.** The Professional Services Fee is due upon execution of this Agreement.

Zywave will bill Customer for reasonable and actual travel, living expenses (if applicable) and related incidental expenses incurred by Zywave's personnel in rendering the Services.