

Exhibit A - Professional Services Description
Professional Services – Client Cloud – Starter - Employee Benefits, P&C

- I. Overview.** This service agreement includes services for the Customer's initial implementation of the cloud. 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 a Project Manager, with overall responsibility for project success, as well as other resources as needed, which may include Implementation Consultants, Product Trainers and Data Analysts.
- III. Duration.** 4 weeks from Project Start Date based on Customer responsiveness and availability.
- IV. Inclusions.** The following services will be provided as part of this agreement:
- a. Initial Setup:**
 - i. Internal user login setup
 - ii. Account and contact data import
 - iii. Logo setup
 - b. Training**
 - i. Access to Zywave University via On Demand and Group Instructor Led curriculum offerings
 - ii. Customer Clients will have access to Education Hub group webinar training for Client Portal
 - iii. Unbranded prospecting videos available in Zywave University
- V. Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
- a. Initial Setup:**
 - i. Setup of external user logins and accounts
 - b. Training**
 - i. Customized and One on One training
 - ii. On-site training at Customer's or Zywave's physical location
 - c. Data Services:**
 - i. OSHA log data imports
 - d. Consulting:**
 - i. Custom graphic design work
 - ii. Consulting on Client Portal
 - iii. Customized employee survey questions and/or deliverable(s)
- 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.