

Exhibit A - Professional Services Description

Professional Services – Client Insight

- I. **Overview.** This service agreement includes services for the Customer's initial implementation of Client Insight. Additional components, not listed here, require additional services.
- II. **Zywave Team.** The Zywave Team assigned to perform the Professional Services described in the agreement will include a Project Manager, Implementation Consultant, and Product Trainers.
- III. **Duration.** 4-6 weeks from Initial Effective Date dependent upon Customer engagement.
- IV. **Inclusions.** The following services will be provided as part of this agreement.
 - a. Initial Setup:
 - i. Site activation and user setup
 - b. Training:
 - i. Access to Zywave University via On Demand and Group Instructor Led curriculum offerings
 - c. Consulting:
 - i. Services, provided upon request, include review of best practices, self-service reporting, and workflow documentation.
- V. **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
 - a. Training:
 - i. Customized and One on One training
 - ii. On-site training or consulting at Customer or Zywave physical location
 - b. Consulting:
 - i. Report creation and extraction
- VI. **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.
- VII. **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.