

## **Exhibit A - Professional Services Description**

### **Professional Services – Cyber Quoting – Carrier**

- I. **Overview.** This service agreement includes services for the Customer's initial implementation of Cyber Quoting. 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 an Implementation Consultant.
- III. **Estimated Duration.** 16 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
      - 1. Creation of number of offices and carriers based on Customer's Product Schedule
    - ii. Initial logo upload (jpg or png format)
  - b. **Consulting**
    - i. Remote site system configuration of Users and carrier credentials
    - ii. Deployment of credentials per carrier in production Hub environment
      - 1. Setup completed per carrier in production Hub environment
    - iii. Remote hands-on quoting training for Customer
    - iv. Assistance in initial Customer log-in once Hub environment is live
- V. **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement and subsequent cost estimate:
  - a. **Initial Setup:**
    - i. Ongoing maintenance of Users, offices, or carriers post go-live will require an amendment
    - ii. Setup of additional Users, offices, or carriers post go-live will require an amendment
  - b. **Training:**
    - i. Customized training
    - ii. On-site training at Customer or Zywave physical locations
  - c. **Consulting:**
    - i. Custom graphic design work
    - ii. On-site consulting at Customer or Zywave physical locations
- 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.