Exhibit A - Professional Services Description
Professional Services – MyWave Connect

Professional Services – MyWave Connect - Implementation

I.   **Overview.** This service agreement includes services for the Customer's initial implementation of the product. 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.** Approximately 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:

- Project Management
- Site activation and user setup
- Logo setup
- Remote Hands-On Lab training for general users
- Post-implementation consulting services

V.   **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:

a. Custom graphic design work
b. Customized training
c. On-site training at Customer's or Zywave's physical location

VI.   **Expiration**. All Professional Services are subject to the Zywave Cancellation Policy available at www.zywave.com. 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.

Additional training seats may be added prior to initial training for a rate of $500.00 each upon written notice to a Zywave representative.