

Exhibit A - Professional Services Description

Professional Services – Sales Cloud – Starter – Employee Benefits, P&C

- 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 project management, consulting, product training, and data analytic department resources.
- 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, user setup and core account and contact data load
 - ii. Logo setup
 - iii. Assignment of one (1) IP address and the associated “Send on Behalf” utility
 - b. **Training:**
 - i. Access to Zywave University via On Demand and Group Instructor Led curriculum offerings
 - ii. Unlimited Access to Zywave’s Support Library providing:
 1. Smart Support Resources and best practices documentation
 2. Quick case submission
 3. Workflow documentation for end user use
 4. Community forum to ask and answer questions
- V. **Exclusions.** The following activities are not included in this service agreement and, if applicable, require an additional service agreement and subsequent cost estimate:
 - a. **Initial Setup:**
 - i. Additional assignments of IP address and the associated “Send on Behalf” utility allowing for email masking for content delivery
 - b. **Training:**
 - i. Customized and One on One training
 - ii. On-site training or consulting at Customer or Zywave physical locations
 - c. **Data Services:**
 - i. Data import for products not specified within Section IV
 - ii. Customizations to or additional Third-Party System Integration(s) for Accounts and Plans - functionality and implementation
 - iii. Third-Party System Integration for Commissions functionality and implementation
 - iv. Implementation of custom integrations leveraging Zywave Web Services
 - d. **Consulting:**
 - i. Custom graphic design work
 - ii. Upload of files and/or attachments
 - iii. Creation of custom e-mail templates
- 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 2

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.