

Exhibit A

Premium Paid Support – Signature Support

- I. **Overview.** This service agreement includes services for the Customer's duration of the Term. Additional components, not listed here, require additional services.
- II. **Zywave Team.** The Zywave Team assigned to perform elevated support services described in the Agreement shall consist of a technical account manager for support purposes, with overall responsibility for the project success, as well as designated support team members.
- III. **Duration.** Ongoing for the duration of the Term of the Product Schedule.
- IV. **Inclusions.** The following services will be provided as part of this agreement.
 - a. Designated Support Team: Support assistance with resolving submitted incidents, and quarterly meetings to review case metrics.
 - b. Elevated Target Response Time and Case Monitoring: Service Level Target for elevated first response, and making Signature Support cases top priority.
 - c. Proactive Case Monitoring: Using data/metrics to provide User resources, and deflecting issues before they occur.
 - d. Dashboard and Reporting Tools: review support cases data/metrics for the entire organization.
 - e. Zywave Assist: Access to a team that is dedicated to assisting completed Client, Sales, and/or Content Cloud administrative tasks.
- V. **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement:
 - a. Guarantee all issues will be resolved
 - b. Customized training or 1:1 consulting
 - c. Managed services, including but not limited to, building or creating custom tool/features/campaigns
 - d. Client services, including but not limited to, scheduled outreach directly to clients to increase engagement
 - e. General IT/non-Zywave product support
 - f. Legal or compliance advice