

Exhibit A - Professional Services Description

Professional Services – TurboRater and TurboRater for Websites

- I. **Overview.** This service agreement includes services for the Customer's initial implementation of the Hosted Application. 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.** 2-4 weeks from Initial Effective Date dependent upon customer engagement.
- IV. **Inclusions.** The following services will be provided as part of this agreement.
 - a. Product activation and user setup
 - b. Access to Zywave University
 - i. On Demand curriculum offerings
 - ii. Group webinar training in English and/or Spanish
 - c. Unlimited Access to Zywave's Support Library providing:
 - i. Smart Support Resources and best practice documentation
 - ii. Quick case submission
 - iii. Workflow documentation
 - iv. Community forum to ask and answer questions
 - d. (*TurboRater only*) Activation of Zywave plan libraries for applicable states and carriers
- 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. Custom, 1:1 training
 - c. On-site training at Customer's or Zywave's physical location
 - d. Customized outputs
- 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.