

Exhibit A – Professional Services Description

Professional Services – Group Benefits Quoting API – Premium

Overview. This service agreement includes services for the Customer's initial implementation of Group Benefits Quoting API. Additional components, not listed here, require additional services.

Zywave Team. The Zywave Team assigned to perform the Professional Services described in the agreement will include a Project Manager, Trainer, Implementation Consultant, and Solutions Architect.

- I. **Estimated Duration.** 3-4 weeks from Initial Effective Date dependent upon Customer engagement.
- II. **Inclusions.** The following services will be provided as part of this agreement.
 - a. **Initial Setup**
 - i. Product activation and system configuration
 - ii. Creation of initial administrative User on behalf of Customer
 - iii. Application of User permissions and configuration for API access
 - iv. Access to [Zywave API Development Guide](#) for guidance with accessing API endpoints
 - v. Access to quoting test environment
 - b. **Training**
 - i. On-demand training available via Zywave University to support Zywave API registration
 - c. **Consulting**
 - i. One-on-One consultation with hands-on guidance for initial API setup and configuration
 - ii. Implementation support for technical Group Benefits Quoting questions ahead of go-live
 - iii. Weekly Q&A sessions with a Zywave API technical expert during implementation until go-live
 - iv. Post implementation consultation support, up to one (1) call per week for up to three (3) months post go-live
- III. **Exclusions.** The following activities are not included in this agreement and, if applicable, require an additional service agreement and subsequent cost estimate.
 - a. **Setup**
 - i. Additional setup beyond noted inclusions in section II.a.
 - ii. Additional consultation beyond noted inclusions in section II.c.
 - iii. Custom development
 - b. **Training**
 - i. One-on-one training sessions
 - ii. On-site training at Customer or Zywave physical locations
 - c. **Consulting**
 - i. On-site consulting at Customer or Zywave physical locations
 - ii. Additional consulting sessions
 - iii. Additional weekly Q&A sessions after go-live
- IV. **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.

- V. **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.