

Exhibit A – Professional Services Description

Professional Services – TurboRater API – Premium

Overview. This service agreement includes services for the Customer's initial implementation of TurboRater 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.

- I. **Estimated Duration.** 12-16 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 configuration setup
 - ii. Creation of initial administrative User on behalf of Customer
 - iii. Creation of additional Users and application of User permissions
 - iv. Access to quoting test environment
 - b. **Training**
 - i. Live group training and on-demand training available via Zywave University
 - ii. Group training session covering administrative workflows
 - iii. Group training session covering user workflows
 - c. **Consulting**
 - i. Guidance on setup and configuration
 - ii. Consultation on API usage including strategy and initial set of QA test plans
 - iii. Consultation on Carrier credentials setup
 - iv. Up to one (1) Q&A call per month with a Zywave API technical expert during implementation until go-live
 - v. Post implementation consultation support, up to one (1) call per months for 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. Custom development
 - b. **Training**
 - i. 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 beyond noted inclusions in section II.c.
- 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.