

Exhibit A - Professional Services Description

Professional Services – Zywave Websites Spanish Translation

- 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 a Website Developer.
- III. **Duration.** 6-8 weeks from Initial Effective Date based on Customer responsiveness and availability.
- IV. **Inclusions.** The following services will be provided as part of this agreement.
 - a. **Initial Setup:**
 - i. Spanish Translation requires purchase of Zywave Website and will be completed in tandem with website setup, configuration, and deployment
 - b. **Website Development:**
 - i. Setup and configuration to apply Spanish translation to standard content, forms and navigation
- V. **Exclusions.** The following activities are not included in this Agreement and, if applicable, require an additional service agreement and potential fees:
 - a. **Initial Setup:**
 - i. Spanish translation available prior to website go live. Additional fee required if Spanish translation applied post website go live.
 - ii. Translation for other languages
 - b. **Website Development:**
 - i. Spanish translation applied to custom content
 - ii. Spanish translation applied to customer created content
- 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 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.
- 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.