Commitment to a Successful Application and User Experience

The following provides an overview of Company's and Customer's commitment to each other to ensure a successful PerfectQuote Application and User Experience throughout the Term. The Company endeavors to provide a strong foundation with its customers so that each customer and its users can reach the maximum potential available through the Application. The Company shall, and asks Customer to commit, to the commitments outlined below throughout the Term.

Phase	Company Commitments	Customer Commitments
Pre-Implementation	1. Dedicate resources to work with Customer in anticipation of the implementation phase. 2. Conduct a pre-implementation call to discuss the working relationship and expectations (license type dependent). 3. Develop a timeline and tasks related to implementation services of Customer's PerfectQuote instance. 4. Prepare training for Customer administrator(s) (license type dependent). 5. Provide Customer with applicable tools for gathering employer group and Authorized User information (license type dependent).	1. Commit designated resources to work with Company during the implementation period. 2. Work with Company to determine appropriate implementation timelines and tasks. 3. Provide Employer Group information to Company using the tools provided by Company. 4. Work with Company to determine an Application training schedule (license type dependent).
Application Configuration	1. Configure Customer's instance within the scope of its current functional footprint, including, but not limited to demonstrated features and functionality. 2. Display pre-determined Customer content per mutually agreed upon Customer specifications (license type dependent). 3. Import Employer Group and Authorized User information (license type dependent).	1. Provide Company with requested content (graphic files, Carrier quotes, Customer group and user information, etc) that is reasonably necessary for the Company to deliver the Services at Go Live.
Application Quality Assurance and Deployment	1. Provide Authorized User training sessions (license type dependent). 2. Work with Custom to Identify issues or concerns, if any, and determine approach for resolution (license type dependent).	1. Attend Application training sessions. 2. Provide feedback and suggestions to Company, addressing issues or concerns.
"Go Live" and Post "Go Live" Support	1. Monitor technical services, including system Internet connectivity, server capacity and configuration, application performance, power, failover, and disaster recovery systems consistent with Company's security protocols and service level agreements. 2. Provide support services consistent with service level agreements (license type dependent). 3. Design and develop beta products/services (as solely defined by Company), enhancements, and other updates for inclusion in software releases, patches, test environments, and documentation. 4. Make and provide updates to Company standard product documentation, user guides, training materials, and online help.	1. Commit resources to work with Company during the Term, as reasonably requested by Company. 2. Provide Customer feedback to Company about issues or concerns relating to the Application. 3. Dedicate a primary Authorized User within Customer's organization to provide low level Application support to other Authorized Users. 4. Encourage Authorized Users to attend Company's training sessions.