

InfoVista Education Services

Terms and Conditions for Training Engagements

Version 2.0

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Revision History

Revision History

| Version | Date (dd/month/yy) | Created/ Amended by | Change/Addition |
|---------|--------------------|---------------------|---|
| 1.0 | 02/11/2004 | CRU | Creation of the document |
| 1.1 | 04/11/2004 | ALU | Corrections added |
| 1.2 | 09/12/2004 | CRU | VF 2 Training prerequisites added |
| 1.3 | 09/12/2004 | CRU | Changed VF2 prerequisites |
| 1.4 | 29/04/2005 | CRU | Adapted onsite training prerequisites and contact information |
| 1.5 | 23/11/2006 | CRU | Added updated classroom requirements to new appendix section, minor changes to all other sections, updated VFCl/Classic terminology |
| 1.6 | 20/08/2007 | CRU | Contact updated, Onsite training requirements and order form updated/added |
| 1.7 | 27/08/2007 | CRU | Classic classroom specs removed (on request only) |
| 2.0 | 24/07/2008 | CRU | All classroom specs removed (separate document), Addresses and contacts updated |

Glossary

| Abbreviation | Description |
|--------------|---------------------------------------|
| AD | Applicable Document |
| RD | Reference Document |
| PO | Purchase Order |
| IV | InfoVista |
| VF 2 | Vista Foundation 2 |
| VFCI | VistaFoundation Centralized Inventory |
| VF Classic | VistaFoundation Classic |
| IVCA | InfoVista Certified Administrator |
| IVCD | InfoVista Certified Developer |
| VM | VistaMart |
| VP | VistaPortal |
| VW | VistaWatch |

1 Introduction and Scope

This document defines the relevant terms and conditions which apply whenever InfoVista provides Training Engagements to a client. InfoVista Training may be provided either as "Standard Scheduled Classes" at an InfoVista Training Facility or as "Onsite Training" at a Client's premises.

IMPORTANT:

This document is valid for trainings using our current product architecture (VistaFoundation Centralized Inventory, VFCI) as well as for the discontinued trainings related to the VistaFoundation Classic architecture or older VFCI training versions.

VistaFoundation Classic,(VF Classic, VF1) **DISCONTINUED** product courses are:

- User Fundamentals
- Fundamentals of Report Design
- Administration of InfoVista Server
- Administration of VistaPortal SE
- VistaProvisioner
- VistaAPI
- Administration of VistaPortal 1.3
- Administration of VistaPortal 1.3
- VF CI Administration 2.2
- VF CI Solution Development 2.2

VistaFoundation Centralized Inventory (VFCI, VF2) solution courses are:

- VistaFoundation for Networks 2.2 User
- VistaFoundation for IP Telephony 2.2 User
- VistaFoundation CI 4.0 Deployment
- VistaFoundation CI 4.0 Operation and Troubleshooting
- VistaFoundation CI 4.0 Customization
- VistaFoundation CI 4.0 Solution Development
- Mastering VistaBridge
- Mastering InfoVista Server Report Design
- Mastering VistaDiscovery

Discontinued courses will be delivered to our customers on demand only. Our regular schedule will not list those anymore. For all inquiries please contact the training department directly.

2 Standard Scheduled Classes

This chapter defines the relevant terms and conditions which apply to all Training Engagements scheduled through the InfoVista website and delivered at an InfoVista Training facility. InfoVista offers training courses at its own training facilities in Les Ulis (France), Tampa (Florida, USA) and Singapore.

Descriptions for all courses can be found on the InfoVista website using the following link: <http://www.infovista.com/Services/Training/CourseDescriptions/tabid/81/Default.aspx>

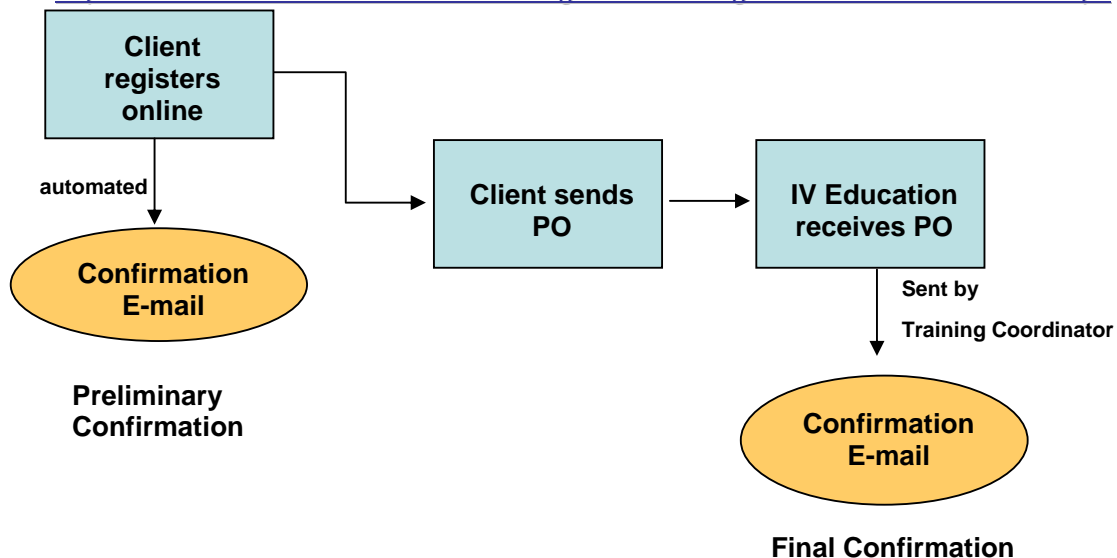
The education services section also contains information about the currently scheduled courses (<http://www.infovista.com/Services/Training/ScheduleRegistration/tabid/82/Default.aspx>) and our training locations.

2.1 Registration and Order Process

In the case of Standard Training Engagements to be held at InfoVista training locations, clients will register participants through our online registration page (<http://www.infovista.com/Services/Training/ScheduleRegistration/tabid/82/Default.aspx>) and send a confirming Purchase Order (PO) to InfoVista **prior** to the training start date. InfoVista will confirm the registration once the PO has been received.

Registration Process

<http://www.infovista.com/Services/Training/ScheduleRegistration/tabid/82/Default.aspx>



2.2 Purchase Order

In order to confirm the reservation, InfoVista needs to receive a valid purchase order from the client which includes (at a minimum) the following details:

- Name of the customer
- Total amount of purchase order
- Total number of units purchased
- Courses and names of participants if known at the time of purchase
- Invoicing address and entity
- Reference number (or equivalent as far as required for invoicing)
- Date
- Signature (if applicable)

The purchase order can be sent via fax or e-mail to one of the contacts listed in section 2.4 of this document.

2.3 Cancellation Policy

2.3.1 Cancellation by InfoVista

In certain rare circumstances, InfoVista may cancel a scheduled course without liability up to ten (10) business days prior to the scheduled start date. While InfoVista tries to avoid such cancellations, cancellations are likely to occur if there are less than 4 registered students 10 business days prior to the start date of the course. In any event, InfoVista reserves the right to cancel a course at any time in case of major events that are out of InfoVista's control such as illness, strikes, accidents, or unavailability of equipment.

2.3.2 Cancellation by Client

As InfoVista routinely makes its travel commitments in advance to reduce costs, any client cancellation must take place at least 10 days prior to the start date in order to avoid costs of rescheduling and cancellation penalties.

Full refunds are provided when cancellations occur 10 days or longer before start date . Cancellations occurring between 10 and 5 days from start date will result in a 50% charge. Cancellations with less than 5 days notice will result in 100% charge and no refunds will be provided.

2.4 Contact Information

Primary contacts for any questions concerning InfoVista training are:

Worldwide and EMEA

| | |
|--|---|
| Annabelle Petiteau EMEA Training Coordinator InfoVista S.A. 6, rue de la Terre de Feu 91952 Courtaboeuf Cedex France Tel: +33 1 64 86 79 00 Fax: +33 1 64 86 79 79 | Cornelius Rusch Director Education Worldwide InfoVista GmbH Münchener Strasse 25 85440 Haar Germany Tel: +49 89 58 98 86 24 Fax: +49 89 58 98 86 79 |
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North and South America Regions

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InfoVista Asia Pacific

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3 Onsite Training

Onsite training is available for clients who want training at their own facility. The course will be taught using client-provided facilities and equipment. Onsite training is available for all standard courses to clients in classes with up to 12 students. In some cases, additional students may be added for a fee. InfoVista Worldwide Education Services reserves the right to limit class size.

Request for onsite training must be submitted at least 45 days prior to the class.

InfoVista will provide the instructor and all course documentation. InfoVista will also provide a simulation server, when necessary, to conduct labs and other practical exercises.

The customer will provide all necessary facilities including computer and audio-visual equipment. There will be a maximum of 2 students for each workstation.

InfoVista Education Services offer various billable classroom setup options (see the « Onsite Training Request » form) in case the customer can not provide a suitable classroom environment (availability depending on country!).

Descriptions for all training courses that can be delivered as onsite training can be found on the InfoVista website using the following link:

<http://www.infovista.com/Services/Training/CourseDescriptions/tabid/81/Default.aspx>.

3.1 Classroom Requirements/Prerequisites

Depending on the architecture used, VFCI or VF Classic, the requirements for the training environment are quite different and will be provided to the customer in written as a separate document.

IMPORTANT: The success of the training venue is also heavily depending on the provided classroom environment. Therefore InfoVista does not take any responsibility if the customer does not provide the classroom as specified by InfoVista. Also any quality issue caused by a non-compliance with the specifications may not entitle the client to withhold any payments to InfoVista.

3.1.1 VistaFoundation Classic Product Courses

Note: VF Classic training is DISCONTINUED and only available upon special request!

Please note:

- Any VF Classic training offer requires the involvement of the education department prior to any commitment.
- VistaFoundation Classic courses are discontinued thus there is no further development on the course materials and courses will be provided as they are.

3.1.2 VistaFoundation Centralized Inventory Training

These are all our current courses.

InfoVista will provide the instructor and all course documentation. If necessary, InfoVista will also provide a simulation server which will be used to conduct labs and other test exercises.

The client will provide all necessary facilities including computer and audiovisual equipment as specified in the separate document "Classroom Environment Requirements for VFCI Kit 4.0 Onsite Training".

IMPORTANT: The memory and operating system requirements specified are CRITICAL for the success of the training. Improper PCs may prevent the students from doing labs or completing the course in time. InfoVista takes no responsibility for any consequences due to improper machines provided by the client.

3.2 Order Process

Onsite training does not require a registration on our website but can be requested using the "InfoVista Onsite Training Request Form" document (separate document). Any onsite training has to be backed by a valid purchase order prior to the training. For commercial quotations please contact your InfoVista Sales Representative. Dates are confirmed upon reception of the purchase order.

A regional InfoVista Training Coordinator will work with the Client to coordinate all logistics such as course hours, materials shipment and course location.

Please note that in order to provide proper course logistics we need a minimum of 2 weeks prior to the training start. Typically InfoVista will require the following information details in order to prepare a training venue:

- Name, phone number and e-mail address of client contact person in charge of the training planning/coordination
- Name, phone number and e-mail address of client contact person responsible for classroom preparation
- Name, phone number and e-mail address of client contact person for all shipments (course materials)
- Number of participants
- Names of the participants (for certificates)
- Training location
- Shipping address
- Name of the training courses to be delivered

In all cases, as much coordination and setup as possible will be done before the course starts. This includes working with the client to ensure that the classroom computer equipment is properly set up.

3.3 Purchase Order

In order to confirm the reservation InfoVista needs to receive a valid purchase order from the client which includes (at a minimum) the following details:

- Name of the customer
- Total amount of purchase order
- Total number of units purchased
- Courses and names of participants if known at the time of purchase
- Invoicing address and entity
- Reference number (or equivalent as far as required for invoicing)
- Date
- Signature (if applicable)

The purchase order can be sent via Fax or e-mail to one of the contacts listed in section 2.4 of this document.

3.4 Cancellation Policy

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3.4.2 Cancellation by the Client

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4 Pricing

4.1 Standard Training

Standard training engagements at InfoVista Training facilities are priced using “Std. Education Units”. One unit is needed per student/per day. Units can be purchased in advance (using discounted volume packs) and can be used for any official InfoVista Training Course.

Example:

Four (4) students for the VF 4.0 Operation and Troubleshooting Training (4 days) = $4 \times 4 = 16$ “Std. Education Units”.

4.2 Onsite Training

One “Onsite Education Unit” is required per training day for a group of up to 12 participants. Additional participants can be added upon request depending on the classroom environment and are subject to an additional fee.

Example:

Seven (7) students for an onsite VistaMart (2 days) and VistaPortal (2 days) training = $2+2 = 4$ “Onsite Education Units”.

4.3 Travel Expenses

For all onsite trainings, travel expenses will be charged ON TOP OF the training price. The customer might choose among the following two options:

- a) Invoice at real cost

InfoVista will invoice all incurred costs according to the valid InfoVista Travel Policy.

- b) Invoice at fixed rate

Depending on the duration of the training (number of consecutive days) we can also offer the following fixed rates (per training day) for the USA and Western-Europe (others upon request)

| | |
|----------|-----------------------------|
| 1 day: | 900 Euro / 1200 USD per day |
| 2 days | 550 Euro / 830 USD per day |
| 3 days | 475 Euro / 710 USD per day |
| 4-5 days | 400 Euro / 600 USD per day |

5 Appendix

5.1 Classroom Requirements for VistaFoundation CLASSIC (discontinued) Training

- Available upon special request. Please contact training@infovista.com.

5.2 Classroom Requirements for VistaFoundation Centralized Inventory Solution Training

Removed from this document. Please see separate document entitled “Classroom Environment Requirements for VFCI Kit 4 Onsite Training” available via e-mail from training@infovista.com.