

AXWAY CUSTOMER TRAINING TERMS & CONDITIONS

1. TRAINING TERMS AND CONDITIONS

1.1. Axway Customer Training Public Classes

Axway conducts public training via Virtual Instructor-Led Training or at an Axway designated site. For the calendar of scheduled Training classes, see the Training Schedule on our public website:

axway.training.com. Axway may schedule additional public classes upon request or as the need arises.

1.2. Minimum Class Size for Axway Customer Training Public Classes

Axway will make every reasonable effort to conduct all scheduled public classes. However, we reserve the right to reschedule a Virtual Instructor-Led Public class for which the minimum class size of two (2) students has not been met. Those registered for a class will receive an email confirming whether the class will be conducted, or whether it will be rescheduled, two (2) weeks in advance of the scheduled class start date. If the class is rescheduled, we will offer you a seat in the next available class.

1.3. Axway Customer Training Private Classes at Your Location

Axway Knowledge Leaders (Instructors) can also conduct training privately for your company at your office or at another designated location. For a private class, the following are required: minimum of four (4) students in attendance (class size should not exceed 8) and training facilities must meet certain minimum network and computer requirements to connect to our virtual application (lab-in-the-cloud). Unless otherwise stated, training fees do not include reasonable travel and expenses incurred by Axway Knowledge Leaders.

1.4. Training Room Requirements for Axway Customer Training Private Classes at Your Location

Here are our standard room and system requirements for private training classes:

1.4.1 Projection system for our laptop computer (we will bring our own laptop).

1.4.2 Instructor laptop. In the event your corporate policy does not allow connecting the instructor laptop to your network, please provide an instructor PC that matches the specifications for the student PCs.

1.4.3 Projection screen and whiteboard.

1.4.4 One computer workstation for every participant.

1.5. Axway Customer Training Private Classes Delivered Virtually

Axway offer's Virtual Instructor-Led Training (VILT) privately for your employees. VILT provides high-quality real-time training without the time and expense of travel, providing you the same value of your learning experience as traditional classroom training.

Axway will provide a certified Knowledge Leader who will present the course material utilizing the Axway Product Solution purchased. The Instructor will also mentor your employees during hands-on labs, which your employees will complete using their own personal instance of Axway software.

There are no travel expenses incurred by Axway for VILT. Your employees, regardless of where they are physically located, may attend private classes that are conducted for your employees virtually

1.6. Technical requirements for using Axway Customer Training's Lab in the Cloud for Public or Private Training

Axway is pleased to provide an ideal technical environment for the hands-on exercise portion of classes conducted at your site or in a virtual classroom. A well-known and well-respected third-party provider hosts this virtual application (lab-in-the-cloud) environment

To participate in courses (which include hands-on exercises), the following minimum requirements should be met:

- 1.6.1** One computer workstation for each student.
- 1.6.2** Each student computer must be able to use a browser to connect over the Internet to the Virtual application (lab-in-the-cloud) remote lab to do the hands-on exercises and the performance part of the Certification Exam.
- 1.6.3** A headset is recommended to use during the session. Please perform a test of connectivity to the virtual application (lab-in-the-cloud). Directions for conducting the test will be sent to you when the instructor confirms your attendance.

1.7. Axway Customer Private Training Cancellation Policy

For private classes, and if requesting to cancel your registration, please let us know by email or phone at least fifteen (15) business days before the class start date to receive a full refund of class fees. If cancelling *within* the 15-business day "window", please note the following penalties may be incurred as detailed below:

- Cancellation between fourteen and ten business days before start of the class: 75% refund of class fees and customer will be billed for any non-recoverable preparation costs already incurred (e.g., shipping costs, non-refundable air travel, non-refundable reservations for a virtual classroom environment, etc.)
- Cancellation between nine and five business days before start of the class: 50% refund of class fees and customer will be billed for any non-recoverable preparation costs already incurred.
- Cancellation four business days or less before start of the class: No refund of class fees and customer will be billed for any non-recoverable preparation costs already incurred.

1.8. Contact Axway Customer Training

If you have any questions about the Axway Customer Training Terms and Conditions, please email training@axway.com