

## **SYMANTEC EDUCATION – INSTRUCTOR-LED TRAINING DAY TERMS AND CONDITIONS**

**SYMANTEC INSTRUCTOR-LED TRAINING DAYS:** Each Symantec Corporation (“Symantec”) Education Instructor-Led Training Day (“Training Day”) entitles the individual or organization purchasing the Training Day (“Training Day Holder”, “You” or “Your”) to attend Symantec standard training as provided in Symantec’s then-current in-country standard education catalog in effect at the time the Training Day Holder registers for training or custom training. Privileges apply only to individual employees or independent contractors of the Training Day Holder while he/she is employed by the Training Day Holder. Training Day Holders should contact their Symantec Education Account Manager in order to register for Symantec standard training using a Training Day. Training Day holders will be required to identify himself/herself as an authorized Training Day Holder in order to register for Symantec training using a previously purchased Training Day.

Training Days are valid for use at any Authorized Symantec regional training center location in the country for which Training Days were purchased. Symantec Education Training Days may not be used to purchase eLearning CD’s, web-based training, webcasts, or eLearning site licenses. The Training Day Holder shall be responsible for all travel or out-of-pocket expenses incurred by its personnel in attending Training Days or any other Symantec education courses.

**TRAINING COURSES – DELIVERY OPTIONS:** Symantec Education currently delivers its standard training courses based on four (4) different delivery models: 1) Open Enrollment, 2) Dedicated training, 3) Mobile training and 4) Onsite training. Open Enrollment offers training for Training Day Holders at an Authorized Symantec regional training center. Similar to Open Enrollment, Dedicated training is offered at Authorized Symantec regional training centers, except that with Dedicated training, the training facility is dedicated solely to a Training Day Holder’s employees. Mobile training offers training at a site selected by the Training Day Holder, with Symantec providing the instructors, software, course materials, computers and connectivity necessary to conduct the training at the site selected by the Training Day Holder. Onsite training is offered by Symantec’s instructors to Training Day Holders at their sites, using Training Day Holder equipment and facilities.

**DELIVERY OPTION COSTS –CONVERSION FACTORS FOR EXCHANGES IN TYPE OF ELECTED TRAINING DELIVERY OPTION:** The Training Day Holder may use Training Days to acquire Symantec education courses at the values specified in Symantec’s then-current in-country standard education services catalog provided, that the value of any course ordered by the Training Day Holder shall be no greater than the number of unused Training Days available. Open Enrollment is offered to Training Day Holders as a standard priced training delivery option with a one (1) to one (1) conversion rate for Open Enrollment Training days for Training Days. Specifically, one (1) Open Enrollment Training Day is equivalent to, and may be exchanged for one (1) Training Day. Symantec’s alternate delivery options (Mobile, Dedicated and On Site training) are all additional cost options priced in accordance with Symantec’s then current education services policy at the time an order for education services is placed with Symantec. The current conversion rate for the exchange of Mobile, Dedicated or Onsite training days for Training Days is one (1) to ten (10). Specifically, one (1) Mobile, Dedicated or Onsite day is equivalent to and may be exchanged for ten (10) Training Days. The Training Day Holder may only convert Training Days to obtain training through an alternate delivery option if the number of unused Training Days available is sufficient to cover the entire cost of an alternate delivery option.

**CLASS SIZE LIMITS/MINIMUM COURSE LENGTH REQUIREMENTS:** While Open Enrollment classes are limited by the size of the regional training facility and the ratio of instructors to students, the maximum number of students permitted to participate in a Mobile, Dedicated or Onsite training course is 10, 12, and 12 respectively. For Mobile, Dedicated or Onsite training courses, if class size exceeds the stated maximum number of student enrollees, and if Symantec agrees to accommodate one or more additional students above the stated maximum class size, a conversion factor will be applied to the quoted price for any additional students enrolled for the training. Please consult your Symantec training coordinator for the then current conversion factor pricing. In the event You choose to exchange Training Days for Mobile, Dedicated or Onsite training days, the minimum length of any such Mobile, Dedicated or Onsite training course shall be two (2) days.

Any employee of a Training Day Holder may use a Training Day to attend the class on behalf of the Training Day Holder, provided always that every Training Day Holder employee attending a class will be counted as using a Training Day.

**CANCELLATION/RESCHEDULE POLICY:** Use of Training Days shall also be subject to the then-current in-country Symantec Education Cancellation/Reschedule policy. Refer to the Symantec Education Cancellation/Reschedule policy for further information.

**COURSE AVAILABILITY:** All education courses and registration are subject to space availability.

**COPYRIGHT WARNING; RESTRICTIONS ON USE:** All Symantec Education training and class materials, including supplemental information (“Materials”), are the sole property of Symantec, protected by the Copyright Laws of the

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