

Description of Services

Illumia Classroom Training: Alpharetta, GA

Scope of Service

Utilizing an Illumia training system, the Product Instructor will train to the competencies of the selected course. The training outline is a separate document that will accompany this Description of Services.

Prerequisites and Assumptions

- **Access the Learning Center**

All Illumia training is available through **Client Connect**.

1. Go to **Client Connect** and select Login
2. Select Create Account link (do not enter email or password on this screen)
3. Complete registration, then log back in and select the Training tab
4. You are now in the Illumia Training Center. Register for a course in the Store tab.

Questions about training? Reach our Education Team at training@illumiatech.com

- Illumia will assign a product instructor who has knowledge of the Illumia solutions specific to this request and how they are effectively used in operations.
- Training will not be conducted on any customer's "live" system.
- Illumia's quote provides the cost of this service.
- The training fee includes instruction and training materials.
- Payment is due prior to the training. Payment can be made by credit card, check, or purchase offer.
- All services and classroom seats will expire one year from the contract execution date.
- Training participants will notify Illumia within 10 (ten) business days prior to the course start date if they will not be in attendance via email to training@illumiatech.com. Participants may be charged a cancellation fee of \$200.00 if the attendee does not cancel prior to ten business days of the course start date. Registered attendees who do not attend the course and do not cancel will be charged the entire cost of the course.
- Illumia reserves the right to cancel courses due to low attendance within ten business days of the course date.
- The training database and examples are Illumia's training database will not be specific to a customer.

- Specific prerequisites will be established by the instructor based on the training outline.
- Specific to certification classes, Illumia's instructor will provide instructions on how to access the certification exam after the participant completes the class. The participant has one week to submit the exam to Illumia. Upon the participant passing the exam, the participant will receive an Award of Certification.

Services Out of Scope

Any services not detailed in this Description of Services are considered out of scope. Agenda topics not identified in the mutually agreed upon agenda are considered out of scope.

Changes to the Description of Services

Changes to the Description of Services by either party shall require prior written notification and agreement and may result in additional implementation fees as described in this Agreement.