

Description of Services

Instructor-Led Education (Onsite)

Scope of Service

Illumia offers education programs supporting Illumia software solutions. Onsite training for Illumia's products brings the classroom to the customer's location.

The product instructor trains to the recommended product competencies based on topics in each course's agenda/outline.

Customer and Illumia Responsibilities

CUSTOMER RESOURCES	RESPONSIBILITIES
Customer Project Manager or Primary Point of Contact	Organization of physical classroom located in a quiet area removed from interruptions and distractions. Provide 1 desktop/laptop computer for every 1-2 participants. Provide internet access (wired or wireless) in the classroom. Provide power strips or power outlets at each workstation location, including the instructor area. Provide projector, whiteboard, or flip chart with markers. Perform the ReadyTech Pre-Check Procedure well in advance of class to verify your desktops/laptops can access Illumia's training system. Instructions will be sent under separate cover. Failure to do so may jeopardize the delivery of your training. Class size is limited to eight participants. Schedule an IT resource to assist with any hardware or network issues that may arise.
CLASS PARTICIPANT	RESPONSIBILITIES
Class Participant	Come to the training prepared to fully engage. Basic Computer Literacy Expectations for Instructor Led Training <i>Instructor-led courses are developed with the expectation that each student will possess basic computer skills, particularly with the Microsoft Windows® platform. Students lacking a basic understanding of Windows fundamentals should independently undertake Windows training prior to participating in any Illumia instructor-led training.</i>

Prerequisites and Assumptions

- Illumia can provide a quote for desired training services upon request.
- **Payment is due prior to training.** Payment can be made by credit card or active sales order.
- Training site/participants will notify Illumia within 10 (ten) business days prior to the course start date at training@illumiatech.com if unable to attend. Site/participants may be charged a cancellation fee of \$200.00 if they do not cancel prior to ten business days of the course start date.
- Illumia will assign a product instructor with knowledge of the Illumia solutions specific to this request and their use operationally.
- Specific prerequisites will be established by the instructor based on the training outline.
- Training will not be conducted on the customer's "live" system. Training database examples are not specific to a customer.
- Where appropriate, Illumia will provide soft copies of relative training guides or materials. These guides are for the use of the participant and not for publication or other use.
- Illumia reserves the right to cancel courses due to low attendance within ten business days of the course date.

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.