

GENBAND Global Training Policies

TRAINING CLASS PARTICIPATION

For successful training class completion, 100% attendance is required. If a registered student fails to complete the entire session, full tuition is charged.

TRAINING CLASS CANCELLATION

Cancellation for Leader-led Classes

Individual students scheduled in Leader led training at a GENBAND training location can reschedule or cancel the registration without penalty up to 14 calendar days prior to the class start date. There is a full tuition charge if you cancel or reschedule fewer than 14 calendar days before the class start date.

Cancellation by GENBAND

GENBAND reserves the right to cancel classes when necessary. If GENBAND cancels a class, every effort will be made to notify you a minimum of 14 calendar days prior to the scheduled starting date. GENBAND is not responsible for any associated travel arrangements.

Note: If/when a network outage occurs, i.e. facility, lab, connectivity, GENBAND may be required to cancel a scheduled training class with no prior notice. In these rare cases, a new training class will be scheduled. Students may enroll in the new class or choose to attend another regularly scheduled class for the same course.

TRAINING CLASS CONFIRMATION

GENBAND will send you a training course registration confirmation notification email as part of the training registration process. If you are attending a Leader-led class GENBAND recommends that you print a copy of the email and bring it to your class.

TRAINING METHOD OF PAYMENT

Student must have a valid method of payment (Purchase Order or Training Bank) prior to being registered in any GENBAND training class. The method of payment method cannot be changed after class start date.

Valid signed Purchase Orders must be emailed to your regional training prime GENBAND Global Training Region Prime Contact.

TRAINING CLASS STUDENT SUBSTITUTION

Student substitution for a Leader-led class at a GENBAND training location can be made anytime up to one working day (24 hours) prior to class start. The substitute must meet any prerequisite/pre-work requirements.

Student substitution for an eLearning class must be made at least 14 calendar days prior to class start date. Substitutes must meet all prerequisite requirements and have received the original student's training courseware materials prior to class start. GENBAND will not ship extra courseware material to substitute students.

TRAINING COURSE PREREQUISITES/PRE-WORK

You the student are responsible for ensuring that you have the proper prerequisite knowledge and skills before taking any GENBAND training course. All training course prerequisites and pre-work requirements are listed in the training course syllabus available at [Training Course Syllabus](#). Many GENBAND training classes will begin with a pre-test to verify that student has required prerequisite knowledge. Students without required prerequisite knowledge will not receive specialized attention during the class and may not successfully complete training class requirements.

TRAINING COURSE BUYOUT

A training course buyout is when you schedule a training course exclusively for your company. The minimum class size purchase requirement is 8 students. Global Training can provide a dedicated training class at a time and place that is convenient to your needs. For more information, please contact your regional Global Training prime [GENBAND Global Training Services Region Prime Contact](#). You can cancel or reschedule the buyout training class without penalty up to 14 calendar days prior to class start date. Full charges apply if you cancel or reschedule fewer than 14 calendar days before the course start date. Additional students can be added to the buyout up to 14 days prior to class start date.

CUSTOMER SITE (ONSITE) TRAINING CLASSES

Customer Site (Onsite) training classes require a minimum of eight students.

eLEARNING COURSE REQUIREMENTS

Student access to training lab equipment is solely limited for the duration of the class to the lab equipment supporting the eLearning class attended. Attempts to gain such access to any

other training lab, detection, and/or unauthorized activity will result in the student's immediate removal from class and the student will be charged for full training class tuition.

Global Training recommends that the student validate remote access to GENBAND's remote portal "SSL VPN" 14 days prior to the start of an eLearning training class. Your assistance will help us avoid delays in the course start time. Access problems encountered after eLearning class has started may require student to be rescheduled into a different eLearning class.

The student is responsible for contacting GENBAND, if needed, to resolve technical support issues prior to the eLearning class start date. GENBAND contact information will be included in the training class registration confirmation email.

SELF-PACED TRAINING COURSE ACCESS AND SOFTWARE LICENSE REQUIREMENT

Access to a Self-paced Web delivered training course is good for 30 days and is non-refundable from the course activation date.

NETWORK OUTAGES/DELAYS

In cases where network problems such as extreme latency slows down the interaction with training labs/facilities the duration of the class may need to be extended. Extension of the class day if needed is optional. There will be no refunds due to network delays.

TRAINING COURSEWARE COPYRIGHT

All rights are reserved. No training class or material may be reproduced in any form -- electronic, mechanical, photocopy, recording, or otherwise -- without written permission from GENBAND.

TRAINING DRESS POLICY

Business casual attire is appropriate for class, i.e. dress slacks, collared shirts.

TRAINING TRAVEL ARRANGEMENTS

Students are responsible for their own travel and living arrangements. Hotel options and direction information is provided at the GENBAND training web site [Hotels and Directions](#).

INCLEMENT WEATHER

GENBAND reserves the right to cancel training classes due to inclement weather.

To inquire about the possibility of inclement weather impacting a training class at a GENBAND training location, contact your [Global Training Region Prime Contact](#).

WEAPON-FREE POLICY

For everyone's safety, no weapons of any type are allowed in any facility or property owned or leased by GENBAND, including parking lots and garages, and any vehicles brought onto company property. This "Weapon-Free" policy applies to any type of firearm or device intended or designated to be able to cause personal injury or death, whether licensed, legal, illegal, concealed, or carried openly.

SEXUAL HARASSMENT POLICY

Sexually harassing conduct in the workplace, whether committed by GENBAND employees, vendors, contractors, or visitors, is prohibited.

SMOKING POLICY

The use of tobacco products is not permitted in GENBAND buildings. Smoking **outside** is allowed in designated smoking areas where available.

