



Ribbon Training – Terms, Conditions & Policies

TRAINING SERVICES

These terms, conditions and policies apply to training delivered by Ribbon as described below and may include online, classroom, customer site and self-paced training (“Services”)

PAYMENT

Students must have a valid method of payment prior to being registered in any Ribbon training class. Payment details must be received by Ribbon a minimum of 15 business days prior to the event start date.

Valid signed Purchase Orders must be emailed to your regional Ribbon Education Services contact. Contact details are available on the Ribbon website. Credit Card payments will be billed upon confirmed registration. Unused training seats expire 12 months from the date of the applicable purchase order.

WARRANTY

Each Student accepts that it is that Student’s responsibility to verify that the Class selected is suitable for the needs of the individual Student attending and that the student has the necessary level of competence to be able to achieve the objectives of the Class. Ribbon shall have no liability for any use of, or any inability to use, any material supplied, or knowledge gained from participation in the Class. All training course prerequisites and pre-work requirements are listed in the training course syllabus available on the Ribbon website.

TRAINING CLASS CONFIRMATION

Ribbon will send a training course registration confirmation (notification via email) as part of the training registration process. Access credentials for self-paced and eLearning classes, and location information for classroom events will also be sent.

CANCELLATION OF INSTRUCTOR LED CLASSES

(Ribbon Site /Customer Site / Online eLearning)

Customers can reschedule or cancel class registration without penalty up to 15 business days prior to the class start date. There is a full tuition charge if a booking is cancelled or rescheduled fewer than 15 business days before the class start date. The cancellation request must be sent to training_admin@rbbn.com

CANCELLATION BY RIBBON

Ribbon reserves the right to cancel classes when necessary. If Ribbon cancels a class, every effort will be made to notify registered students a minimum of 10 business days prior to the scheduled starting date. Upon any such cancellation, Ribbon will provide notice to registered students and will not be responsible for any travel related expenses incurred by any Student.

CUSTOMER SITE (ON-SITE) TRAINING CLASSES

Customer site training events require confirmation from the customer that all on site facilities requested by Ribbon are available and in working order at least 14 days prior to the planned course start date.

TRAINING TRAVEL ARRANGEMENTS

Students are responsible for their own travel and living arrangements to attend Ribbon training. Ribbon Training Facility location information is provided on the Ribbon training website.

**MAXIMUM AND MINIMUM CLASSES SIZES**

All Ribbon training courses are subject to minimum and maximum class sizes. Further details are available from your Ribbon training contact.

If, at the start of a class, the number of delegates exceeds the maximum agreed in writing by Ribbon prior to the event, the course start will be delayed and the customer asked to take necessary action to adhere to the agreed numbers.

Ribbon reserves the right to cancel the event if there is a significant delay to the course start time.

TRAINING CLASS STUDENT SUBSTITUTION

Student substitution for an instructor led class at Ribbon or customer site can be made anytime up to one working day (24 hours) prior to class start.

Student substitution for a Virtual class must be made at least 7 calendar days prior to class start date.

Substitute students must meet any prerequisite/pre-work requirements.

Student substitution for self-paced eLearning courses will only be allowed at no extra charge if the original registered student has not accessed or activated the course.

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 DRESS POLICY

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

SMOKING POLICY

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

TRAINING LAB EQUIPMENT ACCESS

Student access to training lab equipment is solely limited to the lab equipment supporting the class attended and for the duration of the class only. Attempts to gain unauthorized 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.

NETWORK OUTAGES/DELAYS

If a network outage occurs prior to class start, (i.e. facility, lab, connectivity) Ribbon may be required to cancel a scheduled training class with no prior notice. In these rare cases, a new training class will be scheduled and communicated by your Ribbon contact. In cases where network problems occur during a class and affect 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.

INCLEMENT WEATHER

Ribbon 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 Ribbon training location, contact your Ribbon Training contact.

WEAPON-FREE POLICY

For everyone's safety, no weapons of any type are allowed in any facility or property owned or leased by Ribbon, 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.

VIRTUAL CLASSROOM REQUIREMENTS

It is a requirement that students validate remote access to Ribbon's Virtual Classroom system 14 days prior to the start of a Virtual training class, to help 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. Students are responsible for contacting Ribbon, if needed, to resolve technical support issues prior to the Virtual class start date. Ribbon 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-study web delivered training course is restricted to the individual student enrolled and a limited period no greater than 90 days from enrolment, unless purchased under a subscription agreement. Payments for self-study web delivered training classes are non-refundable from the course activation date.

The full course fee will be chargeable by Ribbon if reactivation of class access is required after the 90-day period

TRAINING SUBSCRIPTIONS

Ribbon Training Subscriptions are valid for 1 calendar year from the date of activation, unless otherwise agreed in writing. All access to the training Services purchased ceases on expiry. The type and quantity of Services available to the customer are as stated in writing in the subscription agreement between the customer and Ribbon.

INTELLECTUAL PROPERTY RIGHTS

Ribbon will exclusively retain all rights, title and ownership of copyrights, patents, trademarks or any other intellectual property in all Ribbon training materials provided or made available to the Student (the "Training Materials"). Ribbon grants to the Student a non-exclusive, perpetual, royalty-free, non-transferable right and license to use the Training Materials solely and exclusively for the Student's personal use in completing the coursework. The Student is prohibited from copying, reproducing, modifying, or adapting the Training Material without the express advance written consent of Ribbon. The Student agrees to ensure that all patent, copyright, trademark and other proprietary notices of Ribbon affixed to or displayed on the Training Material will not be removed or modified.

DATA PROTECTION

In conjunction with your use of the Service, you may provide to Ribbon and Ribbon may collect, generate and/or process certain personal data for the purposes of (i) student registration, communication and billing, (ii) delivery of training content, (iii) maintenance of your online training profile/transcript, (iv) maintenance of Service consumption metrics, and (v) and student survey data (collectively "**Student Data**"). Ribbon acting as the data controller in the context of delivering the Services shall process Student Data in accordance to the [Ribbon Privacy Policy](#) which may be updated from time to time. Processing of Student Data corresponding to the purposes identified above in items (i) through (iii) is necessary for the performance of Services under these terms. Processing of Student Data associated with item (iv) and (vi) shall be undertaken on the basis of Ribbon's legitimate interests in improving or evolving the Service.



Ribbon will not maintain identifiable Student Data corresponding to students who have not registered for a training unit within the last 10 years. Accordingly, students are encouraged to download their respective profile/transcript upon completion of each training unit.

You grant Ribbon and its subcontractors a right and license to use, host, cache, copy, process, organize, structure, adapt, alter, store, display, disclose, retrieve and erase/destroy information associated with the Student Data for the purpose of and in conjunction with your use of the Services and subject to applicable data protection laws. You hereby expressly consent to transfer of Student Data to Ribbon and to processing of the Student Data in conjunction with the Services.

You agree that Ribbon may transfer Student Data to its affiliates and subprocessors in the United States, Israel and/or another country outside of your country of residence in conjunction with your use of the Services and subject to the terms of this agreement and applicable data protection law including where applicable Regulation 2016/679 of the European Parliament and of the Council (General Data Protection Regulation).

You acknowledge and agree that Ribbon may, in performing its obligations pursuant to this agreement, be dependent upon or use Student Data, material and other information furnished by you without any independent investigation or verification thereof, and that Ribbon shall be entitled to rely upon the accuracy and completeness of such information.

In addition to its other rights and remedies, Ribbon may remove Student Data from the Service at any time if Ribbon in its sole discretion determines that you, or your use of the Services, are in violation of this agreement or applicable data protection law.

DISCLAIMER

Training Materials are for training information only and provided “AS IS,” with all faults, and without any warranties whatsoever, express or implied, including, but not limited, warranties of Merchantability, Performance, or Fitness for a Particular Purpose. While reasonable efforts have been made in the preparation of this training information to assure its accuracy, Ribbon assumes no liability resulting from technical or editorial errors or omissions, or for any damages whatsoever (including, but not limited to, indirect, incidental, special, exemplary, punitive or consequential damages) resulting from the furnishing, performance, or use of the Training Materials.

LIMITATION ON LIABILITY

Ribbon’s liability for loss and damage shall be limited as set forth below. Except for damages for personal injury to a Student, the maximum aggregate liability of Ribbon for direct damages, whether based on warranty, contract, tort (including negligence), product liability or otherwise, will not exceed the price paid for the Class out of which the loss or damage has arisen. Ribbon will not be liable for any indirect, incidental, special, exemplary, punitive or consequential damages, foreseeable or unforeseeable, of any kind (including loss of anticipated profit or data or loss of goodwill), howsoever arising, even if it has been advised of such potential damages. The foregoing limitations shall apply notwithstanding the failure of any exclusive remedies.

ASSIGNMENT

The Students’ rights with respect to Classes are not property rights and may not be transferred to third parties. Students are not authorized to resell any participant



places to any external or third parties without the prior written agreement of Ribbon

AMENDMENT AND WAIVER

These Terms and Conditions may not be amended except in a writing signed by both Ribbon and the Student. No waiver of any term herein occurs unless in a writing signed by the party waiving its rights. Waiver by Ribbon of any of the terms herein or the granting of time or indulgence by Ribbon to the Student shall in no way affect Ribbon' rights hereunder.

FORCE MAJEURE

Ribbon shall not be liable or deemed to be in default for any delay or failure in performance of its Services with respect to any Class resulting directly or indirectly from acts of God, or any causes beyond the reasonable control of Ribbon.

NOTICES

All notices requests, demands, waivers and other communications required by these Terms and Conditions between Ribbon and the Student shall be in writing and shall be deemed to have been duly given if delivered personally or by electronic mail or mailed (certified or registered mail, postage prepaid): • If to Ribbon, to training_admin@rbbn.com. • If to the Student, to the e-mail or postal address provided during the registration process

GENERAL

These Terms and Conditions represent a complete statement of the agreement between the parties and supersede all prior discussions, correspondence and representations. Ribbon' brochures and advertisements are for information purposes only and are not intended to form any agreement between Ribbon and the recipient. These Terms and Conditions are subject to change without notice and changes will apply to any enrollment/Class order received after the date of the change. If any provision herein is held to be invalid, illegal or unenforceable, the validity and enforceability of the remaining provisions shall not in any way be affected or impaired.