



Welcome to Intusoft's customer training program. Intusoft provides quality customer training at its corporate headquarters, or at the customer's facility. Sessions are taught by way of formal instruction, power-point presentation and computer labs. The training is geared for new and somewhat-experienced users, depending on the course.

Intusoft also offers a self-paced product training course consisting of power-point presentation only, including two, two-hour WebEx meetings by internet and phone. Below are a few important aspects regarding Intusoft's customer training.

1. Since the training is hosted at the customer's facility, the customer covers all travel expenses for the instructor, including meal per diem, airline travel, taxi/car rentals, and hotel. Airfare and hotel costs are paid in advance to Intusoft prior to the training.
2. Training cost is \$1,200 for 2 days total, per participant. If the training is held at the customer's facility, an additional one-time charge of \$1,800 is levied due to the added time required for Intusoft personnel to travel, and the corresponding deduction from their normal duties.
3. Printed manuals of the training course are provided for each participant. All participants are encouraged to have a computer at their station during customer training to engage in labs. If not, teaming up is encouraged.
4. If the customer is on a network-based licensing scheme, the software **must** be tested and ready in their training room **prior** to Intusoft arriving at the facility. Further, a suitable projector must be provided by the facility that will connect to the instructor's laptop computer.
5. The cost of the customer training shall be paid in full to Intusoft no later than 30 days post the completion date of the training.
6. For the self-paced product training course, the cost is \$600.00 per person. With the WebEx portion of this course, attendees will phone into a US-based number, which is not toll-free, and log into WebEx. It is a strict policy that Intusoft will not call out of the US for the WebEx sessions.