

Class Seat - Austria

1. Scope

Sun will register Customer employees for the Sun Educational Services class or classes (each a "Class") selected by Customer. The number of Customer employees to be registered shall be mutually agreed upon by Customer and Sun.

2. Tasks and Deliverables

- **Verification of Class Availability.** Customer will verify Class availability via one of the following methods:
 - **Phone: 1-800-422-8020** (toll-free within the U.S.)
1-303-464-4097 (from outside the U.S.)
 - **Web:** Visit www.sun.com/service/suned/usa
 - **E-Mail:** Send an e-mail to: custava@themarket.central.sun.com
- **Class Registration.** Customer will register via one of the following methods:
 - **Phone: 1-800-422-8020** (toll-free within the U.S.)
1-303-464-4097 (from outside the U.S.)
 - **Web:** Visit www.sun.com/service/suned/usa
 - **E-Mail:** Send an e-mail to: custava@themarket.central.sun.com
 - **Fax: 1-303-464-4490.** Customer will include a completed registration form with any faxed Class registrations.
- **Sun Acceptance.** All registrations are subject to acceptance by Sun.
- **Class Confirmation.** Upon accepting Customer's Class registration, Sun will mail, e-mail or fax confirmation information to Customer. This will include course and training center information as well as area hotels. Sun recommends that Customer wait until receipt of confirmation before making travel and hotel arrangements. If Customer has not received this information at least one week before the beginning of class, Customer should contact the Customer Service Department at 1-800-422-8020 (toll-free within the U.S.) or 1-303-464-4097 (outside U.S.).
- **Sun's Right to Cancel or Reschedule.** Sun may cancel or reschedule any Class with at least ten (10) business days' notice. If Sun must reschedule a Class for reasons outside its control, including instructor emergency, Sun will promptly attempt to reschedule the Class.
- **Customer's Right to Cancel or Reschedule.** Fees paid for Classes rescheduled by Customer (change to Class, location or date) will not be forfeited. However, for rescheduling completed within ten (10) business days from the Class start date, Customer must reschedule immediately for a current, published course, up to a maximum of six (6) months from the original Class date. A full refund will be issued for cancellations made at least ten (10) business days before the Class begins. Payment is non-refundable for cancellations made within ten (10) business days from the Class start date. Customer substitutions are accepted with at least two (2) days' notice before the Class begins, provided the substitute meets the Class prerequisites or is approved by Sun Educational Services.
- **Travel Costs.** Travel arrangements are Customer's responsibility, and Sun assumes no financial liability for any cancellation fees, including non-refundable tickets, that may be incurred if a Class is canceled or rescheduled.
- **Class Prerequisites.** Customer's employees are required to complete all prerequisite training prior to attending the Class.

This Service is subject to your existing services agreement with Sun that governs the delivery of Services. If you do not have a services agreement with Sun that would govern the delivery of Services, then Sun's delivery of Services shall be subject to the terms located at www.sun.com/sales/salesterms. This Service Listing or SOW does not constitute an offer by Sun. The Services described above are subject to availability and unless otherwise stated, are only available within the above-referenced country. Any reference to "Customer" in this Service Listing entitled to receive the Services.

Last Revised: November 2008