NETSCOUT Systems, Inc.
NETSCOUT University Training Services Terms and Conditions

NETSCOUT University is a full-service training delivery operation, solely owned and directed by NetScout Systems, Inc., and is committed to providing quality training and learning options, delivered by qualified industry professionals to over 100,000 students worldwide.

The staff at NETSCOUT University is available to consult with customers on:
- Best learning options (i.e., face-to-face classroom, live virtual, or self-paced), learning paths, and student certification; and
- Inquiries about additional training needs for individuals, as well as corporate-wide.

NETSCOUT University provides the following types of instructor-led training:
- Live, virtual public classes delivered over the web, using browser and WebEx conferencing facilities, purchased on a per seat basis, or by companies on a dedicated virtual class per seat basis.
- Onsite, face-to-face dedicated classes at a designated corporate location (on customer's premises, or at an agreed-to off-site location).
- Technical webinars delivered over the web, using browser and WebEx conferencing facilities.

MasterCare customers also have access to free, self-paced learning options.

1. Class Registration Process and Payment

Students must register online to reserve a space in a NETSCOUT University class. Immediately after purchase, students have the option of registering for any virtual NETSCOUT University class as posted on NETSCOUT's public calendar. Students must supply a valid purchase order ("Order") or Training Credit Sales Order number at the time of registration. Unless otherwise indicated by NETSCOUT, there must be at least 6 students registered for the class to be held. Once registered, students receive an email confirmation notifying students of their acceptance into a scheduled course.

A current listing of all scheduled classes and seat availability can be found at: http://www.netscout.com/netscout-university/netscout-technical-training/.

Instructors at NETSCOUT University are not obligated to accept students who have not registered and will confirm student registrations at the beginning of each class. Pre-payment for classes prior to arrival is required. NETSCOUT Systems reserves the right to cancel, modify, or discontinue offering any public class at any time and notify registrants accordingly.

2. Student Cancellation Process

Once registered, students are responsible for notifying NetScout University (by email or phone) of any intentions to cancel attendance at a class. NETSCOUT University must be notified of any student cancellation at least ten business days prior to holding the class. Students who notify NETSCOUT University in less than ten business days may be subject to losing their student credits that would apply to the course in question or Credit Card payment if applicable. NetScout reserves the right to change or

discontinue Training Services without notice, subject to these terms and provided such changes or discontinuation do not take effect until Training Services purchased under an Order that has been accepted by NetScout have been delivered.

3. Student Credits

Training expires one year from receipt of customer's applicable Order, and NETSCOUT will have no obligation to deliver any Training beyond twelve (12) months from the date of such Order. The NETSCOUT University operations team can at any time provide customers with updates on the status of their outstanding student credits.

Students have the option to take an online certification exam (with questions associated with the course) for free as part of course attendance. The test is available at the close of the class, and the exam is automatically graded. All certification tests are applicable to one of three (3) certification options offered by NETSCOUT University. For a complete explanation of certification options, refer to: http://www.netscout.com/netscout-university/netscout-certifications/

4. Live Virtual Public Classes

Our public live virtual classes are delivered over the web from learning instruction centers operated by NETSCOUT University. Students will access learning lab environments using WebEx and any popular browser. Lab guides will be shipped or made available for download to students prior to the start of the class. Students are encouraged to test the required connection prior to the start of class. Classes run daily Tuesday through Friday from 12:00 p.m. until 4:00 p.m. EST. Equipment necessary to participate in the class is made available via the Internet from our remote lab environment at our corporate headquarters.

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For more information on the virtual experience, go to:
http://www.netscout.com/netscout-university/netscout-technical-training/.

5. Contact Us

Your satisfaction is our highest concern. We thank you in advance for any feedback on your learning experience you wish to offer the NETSCOUT University operations team. You may contact us at education@netscout.com.