



SOLACE TRAINING & WORKSHOPS TERMS AND CONDITIONS

With the purchase of either **Solace Essential Support** or **Solace Advanced Support** (an “**Order**”) for the subscription term set forth in the Order (the “**Term**”), Solace will deliver to customer Solace Training & Workshops support as described below (the “**Support**”). The Support is remote access to Solace’s digital learning catalogue for continuous learning experience.

If customer does not have an agreement with Solace which contains terms that govern the delivery of professional services, Solace provides the Services to you pursuant to the terms and conditions set forth at <https://solace.com/legal>.

I. **General Description.**

- A) Enterprise Digital Learning** - During the Term, customer shall be provided with an Enterprise Digital Learning Subscription, which includes access to all courses and certifications on the Solace Academy (as defined below) for unlimited users within the customer’s organization.

“**Solace Academy**” includes pre-recorded on-demand modules delivered virtually via the internet by Solace. Access to Solace Academy is only available online via an internet connection. Solace Academy users must have an appropriate user identification and password to gain access, and all names must be provided to Solace as needed.

- B) Expert-Led Virtual Workshops** - During the Term, customer shall be entitled to receive Expert-Led Virtual Workshops (each a “**Workshop**”) as follows:

- a. Essential Support – one Workshop per three-month period, and
- b. Advanced Support – one Workshop per month.

Each Workshop allows the customer to book a live expert-led virtual custom workshop for up to 12 students and includes a cloud-based environment for hands-on labs during the Workshop. The Workshop may last up to 2 hours.

II. **Orders, Fees and Taxes**

Orders for the Support are non-cancellable and non-refundable. Fees (and any applicable taxes) for the Support are payable in advance (and not in arrears). Solace will invoice for the Support on or after the date customer signs the Order (the “**Effective Date**”). Unless stated otherwise in the Order, undisputed fees and taxes for the Support are payable by customer within 30 days of issue of the invoice by Solace. Any applicable direct pay permits or valid tax-exempt certificates must be provided to Solace prior to the Effective Date. If Solace is required to pay taxes, customer will reimburse Solace for such amounts. This section does not apply to any taxes payable based on Solace’s income.