

## Learning Credits

### Overview

ServiceNow Learning Credits allow the customer the flexibility to purchase Training and Certification products and classes from ServiceNow.

### Learning Credits Schedule

Customer may redeem Learning Credits for ServiceNow Training and Certification products according to the following table. All ServiceNow products, duration, availability, and descriptions are published on the ServiceNow training and certification website at <https://www.servicenow.com/services/training-and-certification.html>.

ServiceNow Training	Unit	Format	Learning Credits Needed	Students Included
Custom Training	1 process	Refer to Custom Training course description for details as set forth on <a href="https://www.servicenow.com/services/training-and-certification.html">https://www.servicenow.com/services/training-and-certification.html</a>	140	Refer to Custom Training Service Description
All 2-day ServiceNow Courses	2 days	Public Course Seat	17	1
		Private Class (onsite or virtual)	120	Maximum 16 attendees
All 3-day ServiceNow Courses	3 days	Public Course Seat	24	1
		Private Class (onsite or virtual)	180	Maximum 16 attendees
All 4-day ServiceNow Courses	4 days	Public Course Seat	31	1
		Private Class (onsite or virtual)	240	Maximum 16 attendees
All 5-day ServiceNow Courses	5 days	Public Course Seat	38	1
		Private Class (onsite or virtual)	300	Maximum 16 attendees

### Assumptions

- All Training and Certification content is provided in English and on ServiceNow-branded templates.
- ServiceNow advises that the customer requests resources at least 6 weeks prior to the class or engagement start date, to ensure the customer's requested start date for Custom Training and Change Enablement Packages, as follows:
  - Process User Training – ServiceNow recommends that the customer requests resources at least 6 weeks prior to content development commencement.

- Change Enablement - ServiceNow recommends that the customer requests resources at least by the start of the customer's ServiceNow application implementation.
- The customer will have up to 3 business days to confirm ServiceNow Custom Training delivery dates, as proposed by ServiceNow. If Customer is unable to confirm proposed dates within 3 business days, such dates will be released by ServiceNow.

## Terms and Conditions

ServiceNow Learning Credits can be used only for the ServiceNow Training and Certification products listed above and may not be used for certification vouchers, ServiceNow Knowledge registration or training courses, or custom training solutions delivered under a Statement of Work. If Customer is purchasing: (i) directly from ServiceNow, Customer agrees to pay the total fee amount on the related Order Form, and Learning Credits will be provided on the terms and conditions in the Order Form and the underlying master agreement executed by the parties, if any ("Agreement"); (ii) from a ServiceNow authorized reseller ("Reseller"), the Learning Credits will be provided on the terms and conditions in the Use Authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <https://www.servicenow.com/upgrade-schedules.html>.

All orders are non-cancellable, non-refundable, cannot be used for services other than for those purchased, and not subject to acceptance. Prepaid fees for Education Services will expire at the specified Term End Date in the corresponding Education Services line item on the ordering document ("End Date") or, if no such End Date appears, then 12 months from the latest signature of the ordering document. Any unused Learning Credits shall expire with no further credit or refund and shall have no value thereafter. ServiceNow requires written notice of a cancellation or reschedule request at least 14 calendar days prior to the scheduled class or engagement start date. Customer must send notice directly to [training@servicenow.com](mailto:training@servicenow.com). Notice received less than 14 calendar days prior to the scheduled class or engagement start date will result in forfeiture of 100% of all training fees paid, including travel expenses incurred by ServiceNow in support of Customer's course. Customer shall reimburse ServiceNow or Reseller for all authorized, reasonable and verifiable travel expenses incurred during the performance of the class or engagement provided pursuant to redeemed Learning Credits.