



Guideline Training Policies

1. Training

1.1 Training Content

Training will occur after the database has been fully configured to allow client teams to train using their customized database. Guideline will align with the client team on a tailored training approach, content, and agenda for the live training session. The trainers will provide users with access to the Guideline Academy Learning Management System (LMS) and deliver live onboarding classes to deep dive into the new database customizations. The live deep dive session must be scheduled for all markets onboarding to the Guideline MediaTools Platform and will happen after user's have been exposed to the LMS. Guideline trainers will provide users with access to the Guideline LMS and deliver the live onboarding classes to deep dive on the new database customizations. The Client will use reasonable best efforts to ensure that users have completed their respective LMS training prior to live deep dive sessions with Guideline. The Client acknowledges and agrees that live deep dive sessions will not explicitly cover LMS content but will address any questions not answered or that might not be clearly answered via the LMS, with any topics agreed between Guideline and the Client as part of the Agenda prior to any live deep dive session.

1.2 Training Schedule

Guideline will coordinate with the Client team to schedule training. Guideline will send log-in details to the new database either to the client team or the local users within the current phase, if applicable. The number of sessions will depend on time zones, the number of markets and users being onboarded. The client will make every reasonable effort to combine sessions where possible. Live deep dive sessions for onboardings will not exceed 2 hours per phase. Generally, the Customer will receive up to 2 deep dive sessions per database or per phase, not to exceed 2 hours, at no additional fee to the customer.

Post-training, recordings of the session will be provided to all attendees, and client teams and may be used explicitly for licensed users as needed. Guideline will also share the names of the attendees of each session with the client team as requested. Guideline shall share feedback, questions, and requests from each session with the client team if requested.

1.3 Additional Training

Additional training sessions can be purchased at the hourly rate of \$250 per hour or a pack of 10 hours per year for \$2000.00 that expire at the end of the calendar year. This training can be virtual or on-site. On-site requests will also incur all travel expenses of the trainer in addition to the purchased training rate.

All Customer licensed users will have access free of charge to the training material(s) below:

- Open attendance to the Supplier's monthly online catalog training sessions (registration is required).
- Unlimited access to the Supplier's Help Center containing all LMS materials and additional articles on a variety of topics.
- Access to product release notes inside the application as well as in the help center.
- Inclusion to receive the Guideline Newsletter full of timely planning advice and application wisdom.