

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

1. Attendance Monitoring Policy

Wise Technical Innovations LLC requires attendance during each class for the entirety of the selected training course. To ensure participants are present and actively participating during each class meeting, monitoring and reporting tools are in place to track attendance and progress. Attendance and engagement are monitored using built-in reporting tools of the conferencing platform, attendance tracking software and audience response software with polls.

In addition to real-time monitoring, we utilize powerful reporting tools to obtain basic data on the class and participants as well as custom reports with in-depth insights, including times participants enter and exit the course, and the engagement level of each participant.

1.1. Affiliate Requirements

Wise Technical Innovations LLC adheres to all participant attendance and monitoring policy requirements of the relevant credentialing organizations in addition to the National Association of State Boards of Accountancy (NASBA) Statement on Standards for Continuing Professional Education (CPE) Programs. In the absence of alternative requirements, WTI's instructors engage in the following practices:

1.2. In-Person Courses

1. Course instructors inform class participants that attendance is monitored per the requirements of the credentialing organization to ensure the correct number of credits are awarded to each participant.
2. Instructors require participants to sign in and record their arrival time at the start of the program, before and after any breaks and at the end of the session. The instructor oversees the maintenance of an Exception Log noting where an individual misses more than ten minutes of the course and how long that participant missed.
3. At large courses, attendance and participation is tracked using audience response software with polling, such as Crowdpuir or Conferences.io, both of which Wise Technical Innovations LLC utilizes. The instructor downloads an

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

attendance and participation report from the application immediately following class or the event.

4. Participants who attempt to fraudulently record attendance at a class or event are expelled from the class, if applicable, and are not given credit.
5. Attendance at each class session is required. In the event of an emergency that requires a participant's absence, Wise Technical Innovations LLC will consider a class make-up session with proper documentation to legitimize the absence.

1.3. Internet-Based Courses

1. Attendance is monitored in real time using built-in reporting tools of the conferencing platform, as well as attendance tracking software and audience response software with polling, such as Conferences.io, which Wise Technical Innovations LLC utilizes.
2. With powerful reporting features, these tools provide standard reporting to obtain basic data on class participation for each participant, as well as custom reporting for more in-depth insights into class and participant progress. At the end of the course, the Training Program Manager, downloads a report showing the attendance and engagement level of each participant as well as the time(s) they entered and left the course.
3. During instruction, the instructor employs at least three instances of interactivity from a choice of multiple-choice, open-ended questions, surveys, and games, to be completed by all participants per hour of instruction. We ensure the chosen mechanism lacks predictability. Participant responses are recorded and downloaded in a report by the Training Program Manager immediately following class.
4. Participants who attempt to fraudulently simulate attendance at an online class session are expelled from the class and not given credit.
5. Attendance at each class session is required. In the event of an emergency that requires a participant's absence, Wise Technical Innovations LLC will consider a class make-up session with proper documentation to legitimize the absence.

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

2. Course Registration Terms and Conditions

1. The initial term of Agreement shall be as set forth in the Wise Technical Innovations LLC Course Registration Form (the "Initial Term"). **If the form does not make mention of "Initial Term" this is a one-time billing event.** The Initial Term shall begin upon commencement of the first payment made by the Customer. After the Initial Term, this Agreement shall automatically renew. ADDITIONALLY, AFTER THE INITIAL TERM, YOU ACKNOWLEDGE, AGREE AND AUTHORIZE WISE TECHNICAL INNOVATIONS LLC TO AUTOMATICALLY BILL AND/OR CHARGE YOUR CREDIT CARD FOR SUCCESSIVE TERMS OF EQUAL LENGTH AS THE INITIAL TERM, UNLESS TERMINATED OR CANCELLED BY EITHER PARTY AS PROVIDED IN THIS SECTION. The Initial Term and all successive renewal periods shall be referred to, collectively, as the "Term."
2. All course fees are non-refundable. Course fees are subject to change at any time and without notice. The Course Registration form may not reflect current fees. Unless you are completing the form at a Wise Technical Innovations LLC event or location, please call to confirm.
3. Enrollment: In order to be enrolled in a class, the Course Registration form and full payment must be received at least two full business days prior to the start of any course.
4. Returned Checks: In the event a check is returned by a banking institution for insufficient funds, the participant shall immediately pay the full course fee by cash, cashier's check, certified check or credit card with an additional penalty fee of \$75.00.
5. Registration: Registration for a course is not a guarantee of a Certificate of Completion or an award of continuing education credits. Participants have the obligation to attend the course and complete all assignments and requirements in order to get credits or a certificate. Requirements will vary by class and are announced by the instructor on or before the first session. Please call Wise Technical Innovations LLC with any course requirement questions.

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

6. Photography Disclaimer: By attending this class and/or event, the registrant grants permission to be photographed and/or videotaped during the class or event. The resultant photographs and videos may be used by Wise Technical Innovations LLC for future promotion of Wise Technical Innovations LLC' educational events on its website, in social media and/or in printed promotional materials. By attending this class and/or event, the registrant consents to any such use. Furthermore, the registrant understands any use of the photographs and/or videos will be without remuneration. The registrant also waives any right to inspect or approve the use of any photographs or videos now or in the future.
7. Disputes: Any dispute over the terms and conditions in the Course Registration form must be submitted by the participant or Wise Technical Innovations LLC to binding arbitration before a single arbitrator under the rules of the American Arbitration Association applicable at the time, to settle commercial disputes. Arbitration will be held in the State of Maryland. Any judgment obtained may be entered in any court having jurisdiction after arbitration has concluded. Any arbitration fees, including compensation for the arbitrator, will be divided equally between the participant and Wise Technical Innovations LLC.

If, for any reason, you need clarification on any point(s) mentioned or listed on this page, do not hesitate to contact us at training@wtinetworks.com or call (757) 676-2205.

2.1. Policy Changes

2.1.1. Changes to Wise Technical Innovations LLC Payment, Cancellation and Refund Policies

Wise Technical Innovations LLC reserves the right to change our payment, cancellation, and refund policies at any time. Any such changes will take effect when posted on the website.

3. Payment Policy

Wise Technical Innovations LLC accepts Visa, MasterCard, American Express and Discover credit cards. The prices shown on our website and online are not valid in conjunction with any

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

other offer and are subject to tax, as applicable. A payment charged to your credit card account is processed in U.S. funds at the then applicable foreign currency exchange rate if the price shown is denominated in a currency other than US dollars. We are not responsible for any discrepancies between bank exchange rates, bank card exchange rates, Internet posted exchange rates, etc.

1. Only valid payment methods acceptable to Wise Technical Innovations LLC may be used for orders, all refunds will be credited back through the same manner.
2. For payments by credit card or electronic funds transfer, by submitting your order for processing, you authorize us to charge your order (including taxes, shipping, handling, and any amounts agreed upon before order submission) to your credit card or account.
3. If your credit card or account cannot be verified, or is invalid, or is otherwise unacceptable, your order may be suspended or cancelled automatically.
4. Checks and Money Orders are not currently accepted online. If you are unable to pay using your Visa, MasterCard, American Express or Discover credit card please contact our office at (757) 676-2205 to make alternate payment arrangements.
5. All prices and availability of products are subject to change without notice.

3.1.1. Annual Maintenance and Annual Subscription Licenses

1. Charges shall become due and payable 30 days in advance of the anniversary date of the End User License Agreement (EULA) or (subject to prior termination under these terms) on any subsequent anniversary of the completion date (the renewal date).
2. An invoice will be sent no later than 30 days before amounts are due, this invoice will be the notification of fee increases, if applicable. Any increase of the annual maintenance fee shall not occur more often than once in any twelve (12) consecutive month period.
3. In the event, this agreement is automatically renewed, per the provisions of the End User License Agreement (EULA, exhibit or schedules), this agreement shall continue in full force and effect on the same terms.

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

4. For more detailed information, please reference the Maintenance, Support Services, Fees section of your EULA/SLA and Exhibit(s).
5. Any amount remaining unpaid after 30 days from the due date shall automatically nullify the EULA and terminate related support services.

3.1.2. Special Offer Terms and Conditions

1. Full payment is due at the time of registration for any special offers. Failure to do so will result in the forfeiture of your special offer.
2. Special Offers are not valid with other savings programs, discounts, or promotions.
3. This offer is valid only for instructor-led (virtual and in-person) courses only.
4. Tuition and fees for Special Offers are non-refundable.
5. Special Offers are subject to change or cancellation without advance notice.

3.1.3. Tax Matters

1. If you are placing your order from within the United States or from another country not in the European Union (E.U.), your receipt is your Tax Invoice, and a copy should be retained for taxation purposes where applicable.
2. If you are ordering from within the E.U., you may request a tax invoice be mailed to you by contacting us at training@wtinetworks.com, with the subject line "REQUEST FOR TAX INVOICE, Attn. Training Program Manager, Wise Technical Innovations LLC."

4. Refund Policy

4.1.1. For Instructor-Led (In-Person or Virtual) Classes

1. All tuition and fees paid by the participant shall be fully refunded, less a \$25 processing fee, if requested within seven (7) business days after signing up for a course and before classes start.
2. Cancellation requests received up to three (3) business days before classes start will receive a 50% refund, less a \$25 processing fee.

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

3. Cancellation requests received 24 hours or less before classes start or participants who fail to appear for class will be billed for the full class
4. Participant cancellation requests received after classes start are non-refundable.
5. Tuition fees paid for an enrollment application that is rejected by Wise Technical Innovations prior to class starting, shall be fully refunded, minus a \$25 processing fee.
6. No shows and cancellations not made within the specified cancellation period will incur the full cost of tuition.
7. All refunds shall be returned within thirty (30) days, or one billing cycle, through the same manner of initial payment, minus a \$25 processing fee.
8. To request a refund, submit an email request to training@wtinetworks.com.

4.1.2. For Self-Paced or On-Demand Classes Purchased Through WTI's LMS Platform

1. Due to the digital nature of the training course, we are unable to provide refunds on any purchases. In most cases you have paid for services and/or products and seen the results of using them and received profit from the efforts or deployment and usage of licensed, online products or services.
2. If you do not see a return on investment (ROI) that was promised, Wise Technical Innovations LLC will do everything in its power to ensure that the lack is made up to you in some way. If you are still not satisfied, submit an email request to training@wtinetworks.com to request a refund.
3. Accounts cancelled/terminated by Wise Technical Innovations LLC for violating our terms of service, such as spamming or similar violation, do not qualify for a refund.

5. Cancellation Policy

This policy defines how training class cancellations and refunds are handled. This policy covers WTI's cancellation of a class and the enrollment cancellation by a participant.

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

Training course registrations will NOT be confirmed until registration is complete and billing information is received in full. In order to cancel or reschedule a confirmed training, please submit an email request to training@wtinetworks.com.

5.1.1. Class Cancellations (by Wise Technical Innovations LLC):

1. Wise Technical Innovations LLC reserves the right to change pricing, registration terms, and conditions, to make changes to any of our products or programs, or to change a course location or cancel or reschedule a course at least seven (7) calendar days in advance of the scheduled course date.
2. Wise Technical Innovations LLC is not liable for travel arrangements, or any expenses incurred by the Customer if a training course is rescheduled or cancelled. WTI's sole liability will be limited to the refunding of any fees paid in respect to the course and Wise Technical Innovations LLC shall not be held responsible for any incidental or consequential loss arising whatsoever.
3. If Wise Technical Innovations cancels a training class, Customers will be contacted at the email address they provided when registering. Wise Technical Innovations LLC will endeavor to give Customers as much notice in advance as possible of any change to their enrollment.
4. If Wise Technical Innovations cancels or reschedules a training course due to unforeseen circumstances such as inclement weather or natural disaster, the Customer is entitled to reschedule for a future training course. Wise Technical Innovations LLC is not responsible for any expenses incurred by the Customer as a result of such cancellation.
5. Instructor-led classes are participant-enrollment dependent. Classes with insufficient enrollment are subject to cancellation or rescheduling at the discretion of Wise Technical Innovations.
6. Unless otherwise stated or agreed to in writing, any terms or conditions specified on or referenced within an ordering document shall have no force or effect, and in no event shall Wise Technical Innovations LLC's performance of services or provision of products constitute acceptance of any such terms or conditions.

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

5.1.2. Enrollment Cancellations (by Participant):

Wise Technical Innovations LLC requires that participants cancel enrollment as soon as possible if necessary. All classes have limited availability, in the event that you cannot attend, please allow room for other participants to participate, by canceling your enrollment on time.

1. Cancellation and/or reschedule requests must be received by email at training@wtinetworks.com . You are responsible for ensuring that Wise Technical Innovations LLC receives your written cancellation request. Wise Technical Innovations LLC will reply with a written acknowledgement.
2. Participant cancellations received up to seven (7) business days before classes start will receive a full refund.
3. Participant cancellations received up to three (3) business days before classes start will receive a 50% refund.
4. Participant cancellations received 24 hours or less before classes start or participants who fail to appear for the class will be billed for the full class
5. Participant cancellation requests received after classes start are non-refundable.
6. There is no credit or refund of tuition due to late cancellation or failure to attend without notice. Substitutions (name changes) are accepted at any time prior to the start of class with advance notice. Please send an email to training@wtinetworks.com to submit your request.
7. If on a monthly paid subscription service, all cancellations must be requested by phone no later than 14 days before the next billing cycle. To submit a cancellation request, send an email to training@wtinetworks.com. Please note at the time of cancellation your account will be immediately deactivated.
8. Please note that if you cancel your enrollment, any special pricing agreed upon will be void. If you wish to renew at a later date you must renew at the non-reduced, normal price for that product or service.

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

5.1.3. Boot Camp Training Cancellation Policy

0. The Boot Camp Training Cancellation Policy is the same as WTI's Standard Cancellation Policy.
1. However, cancellation requests received after participant materials have been developed and emailed or mailed are non-refundable.

6. Complaint Resolution Policy

Although we aim to provide our customers with the highest standards of service, there may be occasions when our service does not meet your expectations. Wise Technical Innovations LLC Senior Management views complaints as an opportunity to:

2. Maintain and enhance customer loyalty and approval; and
3. Enhance our competitiveness by continuous review and improvement.

This guide is intended to communicate the process we follow should you feel the need to make a complaint.

Customers can make complaints in writing via phone, mail, fax or email, or in-person at our Head Office with Ms. Koren Wise or another member of our team. You can tell us about your concern in the following ways:

757-676-2205

Monday – Friday: 9am – 6pm (EST)

Saturday: 9am – 12:30pm (EST) Appointment Only

Email training@wtinetworks.com

Wise Technical Innovations LLC, LLC
9570 27th Bay Street
Mail Norfolk, VA 23518

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

Contact Name: Koren Wise

We aim to resolve any issue you may have by the end of the next business day. If this isn't possible, we will contact you within one week to provide you with:

4. A reason why we have not yet resolved your complaint.
5. A Point of Contact who is dealing with your complaint.
6. A timeframe when we will contact you again.

If your complaint is particularly complicated, it may take longer to resolve. If, together, we cannot reach an agreement by the end of four weeks, we will send you a letter giving our reasons for the delay and an indication of when we expect to provide a resolution.

We aim to resolve your complaint as quickly as possible and to your complete satisfaction.

If you are not satisfied with our action or explanation, the member of staff dealing with your complaint will be happy to escalate your concerns to Wise Technical Innovations LLC Senior Management for further discussion.

6.1. Grievance/Appeal Procedures

7. It is the policy of Wise Technical Innovations LLC to resolve participant concerns in a swift and equitable manner. However, if you experience a problem with a particular class or instructor, you should first discuss the matter with the instructor. If a satisfactory agreement or resolution cannot be reached, you should then contact our Training Program Manager, who will present the issue to Wise Technical Innovations LLC Senior Management at its regularly scheduled meeting.
8. If you experience a problem with a policy, procedure, or practice of Wise Technical Innovations LLC Training Program, you should first contact our Training Program Manager. Wise Technical Innovations LLC Senior Management will review the appeal and notify the participant of its final decision in writing.
9. Appeals should be mailed to Wise Technical Innovations LLC head office. All grievances are handled by and presented to Senior Management by the Wise

Attendance, Monitoring, Registration, Payment, Cancellation, and Refund Policy

Technical Innovations LLC Training Program Manager – Ms. Koren Wise. Koren Wise can be reached at: 757-676-2205.