



New License Training and Support Terms

(9:00 AM to 5:00 PM EST, Monday to Friday)

Feature	Description	
Basic Training	Training Material	Training videos are available on the Vision Systems Corp. Web site. On-line workbooks. Case studies (one each for VW, CW, and TW). Topic specific YouTube videos.
	Purpose	Installation. User initiates one planning case (for each of VW, CW, and TW) and receives one-on-one applied case coaching per program owned, which must be initiated within the first 45 days of a license purchase.
	Schedule	By appointment.
	Contact	416-421-2431 or 888-578-3247, ext. 101, support@visionsystemscorp.com
Group Webinars	Purpose	Open to all. 20 - 30 minute "how to" demonstrations, with 10 minute Q&A. Each demonstration focuses on a particular aspect of VW, CW, or TW.
	Schedule	Monthly. The second Wednesday of each month at 12:00 PM EST.
	Contact	The Webinar schedule is posted on the Vision Systems Web site.
Newsletter	Purpose	General news, software techniques, articles of interest, suggested reading.
Basic Support	Purpose	10 - 15 minute general "how to" support requests.
	Schedule	By appointment. Response within 24 hours.
	Contact	416-421-2431, ext. 101 or 888-578-3247, ext. 101, support@visionsystemscorp.com

Vision Systems Corp. reserves the right to change the Training and Support terms at its discretion, at any time, and without prior notice.

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