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(v) Subscription must not expire prior to event or start date for which the subscription period is active. Subscriber must have a paid, active subscription for any event or class prior to registration and start of the class.

(vi) Subscribers who are registered for a class and fail to attend or do not cancel their registration within 17 days prior to the class start date will only be allowed to register for classes for the remainder of their subscription by waitlist only.

(vii) CTCLC may terminate the subscription and these Terms if unable to renew the subscription based on inaccurate or outdated credit card information. If your account becomes past due to the point of collections, all promotions or discounts given at the time of sale will be retracted and you will be responsible for paying the MSRP price upon resolution of collections.

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(ix) Purchases using Cisco Learning Credits (CLCs) must not expire prior to event or start date of class for which CLCs are being used. CLCs must be valid and approved by Team Captain in the Cisco Learning Tool prior to license activation. There are no cash refunds for licenses when purchased with CLCs, however purchaser may be given a credit that may be used to purchase any CTCLC Cisco training courses. CTCLC credits are only valid for twelve (12) months from the date issued.

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If you are unable to attend your scheduled training class, please call 1-219-764-3800 or email support@ctclc.com.

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