



Learning Services Days - FAQ

Learning Services: Get the most out of your software investment

What is an LS Day?

A Learning Services (LS) day is a pre-paid training day you can add to your software purchase or sign up for anytime – even before you know what training is the most appropriate for you.

How many LS Days do I need?

LS days are sold in packages of 20 days. They can be used as payment for any publicly scheduled class (www.opentext.com/training), or training conducted at your site (onsite).

- One student in a one day publicly schedule class = 1 LS Day
- One on-site training day for up to 12 people = 5 LS Days
 - This could be used for either a customer specific class on location or a virtual class. Applicable travel expenses additional.

Sample Usage Scenario - Package of 20 LS Days
❖ 3-day on-site 101 Knowledge Fundamentals training for 12 participants -> 15 LS Days
❖ 5 days of System Administrator training in a publicly scheduled classes -> 5 LS Days

How long do I have to use them?

LS Days are valid for one year from date of purchase, at which time they expire.

LS Days are paid up-front and are valid for one year from the date of purchase, at which time any unused days expire. OpenText will provide reporting of the days worked and the remaining balance to the customer after each usage. To use LS Days as payment, the training must take place during the one year period of validity.

What is the cost of LS Days?

The package of 20 LS Days is \$15,300 USD.



What are the advantages of LS days?

- Discount pricing. LS Days provide a 15% discount when used for enrollment in a publicly scheduled course and 5% discount when used for on-site or virtual customer-specific training.
- Flexibility. If you are not sure what training your employees will need but you want to budget for future training during the coming year, purchasing LS days is the way to ensure you will have the appropriate training when you need it.
- Simplicity. One day for one person at a public, OpenText class = one LS day.

What is not covered by LS Days?

- eLearning – volume discounts are available for eLearning purchases
- Travel and Living Expenses – any applicable expenses are invoiced separately, after the training engagement is complete.

How do I purchase LS Days?

Ask your OpenText Sales Executive or send an email to:

Training@OpenText.com (North America)
Training_Europe@OpenText.com (EMEA)
Apactraining@OpenText.com (Asia-Pacific)

www.opentext.com/training