

RED HAT LEARNING SUBSCRIPTION

FREQUENTLY ASKED QUESTIONS

INTRODUCTION

In today's IT environment it's vital for our teams to stay up to date with the top skills in the industry, especially as new technologies emerge. As your business needs change, so do the skills of your team – which are vital to being competitive in the marketplace. Gain control in transforming your technical skills.

Red Hat® Learning Subscription provides a single training solution to help alleviate the skills gap. Cost effective and more comprehensive than alternative solutions, Red Hat Learning Subscription provides you access to all of Red Hat's training courses and HD video courses – unlocking more training potential than ever before.

TABLE OF CONTENTS

1 FEATURES OF RED HAT LEARNING SUBSCRIPTION	2
What is Red Hat Learning Subscription?	2
Are there different types of subscriptions? If so, what are the differences?	2
What is included in my basic tier subscription?	2
What courses are included in all tiers?	2
Will new training courses or new versions of existing training courses be available to customers during the term of their subscription?	2
Will access to certification exams be available in the basic versions?	2
What level of support will customers have in the basic learning subscription?	2
Is this a global offering?	2
In which languages are Red Hat Learning Subscription courses offered?	3
2 VALUE OF LEARNING SUBSCRIPTIONS	3
Why should I choose Red Hat Learning Subscription over other Red Hat Training ways to train?	3
I bought Red Hat training already. What is the value of Red Hat Learning Subscription?	3
3 PURCHASING, PAYMENT, AND TERMS	3
How and when do I get access to my Red Hat Learning Subscription after I purchase it?	3
Is there a discount if I buy subscriptions for multiple users?	3
Is there an enterprise-level subscription service?	4
Can a Red Hat Learning Subscription be shared by multiple users?	4
Can I reassign my named user license to someone else if an employee leaves the company?	4
Can I get access for more than one year?	4
If I buy the basic tier of the Red Hat Learning Subscription now, will I be able to upgrade to other tiers when they are available?	4
Can a Red Hat Certified Architect (RHCA®) purchase the Red Hat Learning Subscription at a discount? What about for other levels of Red Hat certified professionals?	4



facebook.com/redhatinc
@redhatnews
linkedin.com/company/red-hat

FEATURES OF RED HAT LEARNING SUBSCRIPTION

QUESTION: What is Red Hat Learning Subscription?

ANSWER: Red Hat Learning Subscription is an program that provides users with one year's access to all Red Hat Online Learning courses. Subscribers will receive unlimited access to our online learning content, up to 400 hours of hands-on lab time, and more than 300 recorded instructor videos.

QUESTION: Are there different types of subscriptions? If so, what are the differences?

ANSWER: We currently offer a basic tier subscription and are planning to offer standard and premium tiers in the future. The standard tier will include everything in the basic tier with the addition of expert seminars, enhanced instructor support, and options for certification. The premium tier will include everything in the standard tier, plus options for attending live in-person training.

QUESTION: What is included in my basic tier subscription?

ANSWER: Red Hat Learning Subscription basic tier includes unlimited access to all Red Hat Online Learning (ROLE) course content and HD videos. The subscription also includes up to 400 hours of lab access and email support for both access and content.

QUESTION: What courses are included in all learning subscriptions?

ANSWER: All ROLE courses, HD videos, and all new online courses that Red Hat Training make available during the subscription term are included. This is the same content and labs that students access in instructor led classes.

All courses are listed here:

<http://www.redhat.com/en/services/training/learning-subscription>

QUESTION: Will new training courses or new versions of existing training courses be available to customers during the terms of their subscriptions?

ANSWER: Yes. When Red Hat builds self-paced courses or updates existing courses, the content will be available to Red Hat Learning Subscription customers promptly.

QUESTION: Will access to certification exams be available in the basic versions?

ANSWER: Certification exams are not included in the basic tier of Red Hat Learning Subscription. Exams will be included in the standard tier.

QUESTION: What level of support will customers have in the basic subscription?

ANSWER: Customers of the basic tier of Red Hat Learning Subscription will have email support covering access and connectivity issues as well as the ability to ask questions, via email, about the course content. There is a one business day SLA on all email tickets. Support is provided in English only. Further definition of the support SLA will be forthcoming.

QUESTION: Is this a global offering?

ANSWER: Yes. Red Hat Learning Subscription is globally available, subject to network performance limitations.

QUESTION: Which languages are Red Hat Learning Subscription courses offered in?

ANSWER: All content is available in English. Red Hat's most popular courses are available in as many as eight languages. Red Hat cannot guarantee that a class will be published in another language.

- Select titles are available in: International Spanish, Brazilian Portuguese, French, German, Simplified Chinese, Traditional Chinese, Korean, and Japanese.
- Select course titles offered in multiple languages: Red Hat Certified Engineer (RHCE®) track and Red Hat JBoss® Application Administration.

VALUE OF LEARNING SUBSCRIPTIONS

QUESTION: Why should I choose Red Hat Learning Subscription over other Red Hat Training ways to train?

ANSWER: Red Hat Training is committed to providing customers the choice and flexibility in how they access our courses according to their time, location, and preferred learning style. Customers can be assured that whether they choose traditional classroom, live virtual training, or online training (ROLE and Red Hat Learning Subscription) they will receive the same high-quality content and hands-on labs.

Red Hat Learning Subscription is an ideal offering for customers who:

- Desire to take multiple courses and want to minimize cost.
- Would like to learn in small increments and on their own time.
- Are constrained from travelling to a traditional course.
- Cannot take several days away from their job to attend a live course.
- Would like continuous access to all new courses and course updates throughout the year.
- Could benefit from having the full Red Hat Training portfolio at their fingertips as a resource for just-in-time training and performance support.

QUESTION: I bought Red Hat training already. What is the value of Red Hat Learning Subscription?

ANSWER: Thank you for being a Red Hat customer. As someone who has purchased Red Hat training, we hope you are familiar with the high quality of our course content and labs. Through this subscription you'll receive a full year of access to more than 30 additional complete courses and labs. The subscription enables you to take complete courses as well as search content to access training-on-demand to help you solve problems in real time.

PURCHASING, PAYMENT, AND TERMS

QUESTION: How and when do I get access to my Red Hat Learning Subscription after I purchase it?

ANSWER: You can access your subscription within one business day of the order being booked. Instructions for accessing the content will be sent after the order is processed in the system.

QUESTION: Is there a discount if I buy subscriptions for multiple users?

ANSWER: There is not a bulk or multiple-user discount offered at this time.

QUESTION: Is there an enterprise-level subscription service?

ANSWER: Currently, we do not offer an enterprise-level subscription service.

QUESTION: Can a Red Hat Learning Subscription be shared by multiple users?

ANSWER: No. A subscription is for one named user. In order for that user to access Red Hat Learning Subscription content, it will be assigned to the Red Hat Network account only.

QUESTION: Can I reassign my named user license to someone else if an employee leaves the company?

ANSWER: Red Hat Learning Subscriptions are non-transferable.

QUESTION: Can I get access for more than one year?

ANSWER: The Red Hat Learning Subscription program is sold on a 12 month / 1 year subscription basis. You have the option to buy consecutive subscriptions to fulfill multiple-year needs.

QUESTION: If I buy the basic tier of the Red Hat Learning Subscription now, will I be able to upgrade to other tiers when they are available?

ANSWER: Yes, there will be an upgrade path that we will provide for customers. You can contact your regional sales team for more information on upgrade paths.

QUESTION: Can a Red Hat Certified Architect (RHCA) purchase the Red Hat Learning Subscription at a discount? What about other levels of Red Hat certified professionals?

ANSWER: Yes, there will be a 50% discount offered for current RHCAs. At this time this discount is exclusive to RHCAs only. We do not offer any other discount for other levels of Red Hat Certified Professionals.



ABOUT RED HAT

Red Hat is the world's leading provider of open source solutions, using a community-powered approach to provide reliable and high-performing cloud, virtualization, storage, Linux, and middleware technologies. Red Hat also offers award-winning support, training, and consulting services. Red Hat is an S&P company with more than 80 offices spanning the globe, empowering its customers' businesses.



facebook.com/redhatinc
@redhatnews
linkedin.com/company/red-hat

NORTH AMERICA
1 888 REDHAT1

EUROPE, MIDDLE EAST,
AND AFRICA
00800 7334 2835
europe@redhat.com

ASIA PACIFIC
+65 6490 4200
apac@redhat.com

LATIN AMERICA
+54 11 4329 7300
info-latam@redhat.com