

# PMOD Training & Support Packages

**PMOD technical support** is well-known for its fast and efficient help with technical difficulties and program use. The PMOD Support Policy is described on [www.pmod.com/open/support.html](http://www.pmod.com/open/support.html). Please note that extended application support and advice regarding the methodology or the interpretation of results is beyond the scope of our technical support.

For **self-training**, the complete end user documentation is available on [www.pmod.com](http://www.pmod.com) / Resources / Documentation. Furthermore, a wealth of video-based training material has been developed, allowing users to get familiar with the main features of PMOD ([www.pmod.com/open/training](http://www.pmod.com/open/training)).

Beyond technical support and the training via online material, **PMOD Training & Support Packages** are being offered as follows:

- Personal/small group sessions via online communication (Teams, WebEx, Zoom, and alike)
- Content tailored to your needs, provided by seasoned application scientists
- Credit in multiples of 5 hours
- Credit valid during a 12-month period starting at payment date
- Each session's duration (communication + preparation / post-processing – if applicable) is deducted from the Credit (in minutes; minimum of 30 minutes per session).
- A remaining Credit may be used towards payment of other PMOD services, licenses, and products.
- PMOD reserves the right to use materials (such as slides and videos) generated for a customer's training & support package for other purposes. Specific data will only be shown with the express permission of the customer and while providing proper credit.
- **Cost: 850 CHF (Swiss Franc)<sup>1 2</sup> per 5-hour package**
- Advance payment by wire transfer

Please request your customized quote at [info@pmod.com](mailto:info@pmod.com).

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<sup>1</sup> 770 Euros (EUR); exchange rate, April 1, 2021: 0.90404 (oanda.com)

<sup>2</sup> 910 US Dollars (USD); exchange rate, April 1, 2021: 1.06023 (oanda.com)