



ABOUT MEDTEL TRAINING

Registration

To enroll, complete one Medtel registration form per student.

You can download the Medtel registration form from the Education Center at the Teltronics corporate website, <http://www.medtelservices.com>. You can also call 941-753-5000 extension 8410, Monday through Friday, 8:00am through 5:00pm Eastern time, to request that a registration form be faxed or mailed to you.

Mail to: Order Administration, Medtel Services, Inc. 7519 Pennsylvania Ave, Sarasota, FL 34243, or Fax registration and payment information to 941-751-7786. *Attendance is scheduled upon receipt of a completed student registration form accompanied by a Purchase Order or payment in full.*

Normal registration ends the Friday two weeks prior to the start of the course. Late registration is handled on a case-by-case basis. You will be issued a confirmation number once enrollment is complete. *Until you receive this confirmation number, do not assume you have been enrolled!*

Payment Guidelines

For U.S. students, Medtel accepts tuition payment via check, wire transfer, credit card (American Express, MasterCard or Visa), or Purchase Order. For international students, Medtel requires pre-payment of tuition via credit card or wire transfer.

Tuition payment or Purchase Order must be received before training registrations can be confirmed. *You are not enrolled unless you have received a confirmation number from Medtel.*

All payments must be made in US dollars.

PURCHASE ORDERS

- Include the quantity of students, student name(s), dates of attendance and tuition on your purchase order.
- Indicate tuition payment terms (i.e., tuition prepayment, Net 30, international wire transfer, etc.). Provide your complete company shipping and billing address.
- All Purchase Orders must be signed by authorized personnel, with all changes initialed.
- If there is not an agreement in place between your company and Teltronics outlining Terms and Conditions, you must include a statement to that effect on your Purchase Order.
- *Purchase Orders are invoiced two weeks prior to class start date.*

CREDIT CARD PAYMENTS

- Medtel accepts American Express, Visa, and Mastercard.
- Credit cards are billed upon completion of training

WIRE TRANSFERS

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- Contact the Accounting Department for wiring instructions.
- A US \$20.00 fee will be charged by Medtel Services for processing wire transfers. Please add this fee to your payment total.

Cancellations

All cancellation notices should be sent in writing to the Teltronics training department either via mail or fax (941-751-7786).

- For cancellations received during normal course registration, there is no cancellation fee.
- **For cancellations received less than 15 calendar days prior to the scheduled class start date, there is a cancellation fee equal to 50% of class tuition for each cancelled registration.**
- **All “no shows” will be charged for the full course tuition.**

Medtel reserves the right to cancel any class up to two weeks prior to class start date. Medtel's liability for any cancelled class is limited solely to reimbursement of tuition received for the cancelled class.

Certification

Medtel awards certification to students who have successfully demonstrated the required minimum level of proficiency in the skills covered during training. *An average course grade of 80% or higher is required to receive certification in a Teltronics training course.*

Course certificates are presented to each student who has successfully completed the course.

Class Locations

Classes are held in Kennesaw, Georgia at Medtel's technical support headquarters located at 104 Townpark Drive, Kennesaw, GA, 30144. Local telephone number is (678) 581-8060.

ON-SITE CLASSES

Due to the interactive hands-on nature of our training curriculums and the equipment needed for an effective learning experience, Medtel does not offer training on-site at customer premises.

Class Sizes

To ensure maximum teacher-student interaction, Medtel limits registration to no more than 8 students per class.

Medtel reserves the right to cancel classes with insufficient enrollment up to two weeks prior to the scheduled class start date.

Course Times

Unless otherwise noted in the course schedule, all classes start at 8:30am and continue until 5:00pm every day, including the last day of class. Please do not schedule early afternoon departure flights on the last day of class. Students who do not complete the course will not receive certification.

Student Attire & Workplace Behavior

Students should wear appropriate business casual attire. Students are expected to adhere to appropriate workplace behavior standards. It is important that students refrain from conducting loud conversations, profanity and personal actions which may knowingly or unknowingly imply possible intimidation or harassment. Students are expected to refrain from using alcohol on the Medtel campus. Photos are not permitted anywhere on premises.

Associated Expenses

Transportation, meals, and lodging are the responsibility of the student.

Hotels

The Medtel training department has compiled a list of recommended local hotels for the Kennesaw location that will be sent with the registration acknowledgement.

Transportation

AIRPORTS

Our Kennesaw office is served by the Hartsfield/ Atlanta International Airport (ATL) which is a straight shot up Hwy 75 / 575 to the Medtel support facility and local hotels.

Directions will be sent with the registration acknowledgement.

RENTAL CARS

We recommend that students hire a rental car for the duration of their stay. The Atlanta airport offers a variety of national rental car agencies. Shuttle services, taxis, and public transportation are also available.

Toll Roads

There are no toll roads between the Atlanta airport and the Medtel facility or the surrounding hotels.