

Important Prometric announcement:

Today, Prometric made available important information regarding cancellation and rescheduling fees applicable to those Microsoft candidates that cancel or reschedule their testing appointment with less than a 15-day notice.

As a company, it is Prometric's goal to provide Microsoft candidates with the right test at the right time and in a location that is convenient for them. As such, Prometric strives to provide each and every Microsoft candidate with a comprehensive selection of dates, times and locations that make it straightforward, secure and convenient for them to test. It is also Prometric's goal to provide candidates with the ability to make bookings as much as three months in advance allowing Microsoft candidates maximum flexibility in order to train, prepare and practice for their exam.

When a Microsoft candidate schedules an exam with Prometric at a particular time and location, that seat is fully reserved for that candidate and is not available for other Microsoft candidates. At the time of reservation, that specific time and date is taken out of the scheduling and registration system; so, by cancelling or rescheduling at short notice, other Microsoft candidates are deprived from being able to use that time and seat.

Prometric understands that a rescheduled or cancelled seat represents not only "lost" revenue for test centers and Partners, (especially if the appointment is cancelled or rescheduled at the last minute and the seat appointment remains "unused"), but also "lost" opportunity for other Microsoft candidates to test.

Therefore effective June 1st, 2011, Prometric will implement cancellation and rescheduling fees for Microsoft candidates that cancel or reschedule their testing appointment with less than a 15-day notice. *(For a list of applicable fees by country, visit www.prometric.com/microsoft/reschedulefees)*

Prometric believes that introducing a cancellation and rescheduling fee policy will ultimately benefit Microsoft candidates and Microsoft Partners alike. It is designed to maximize the number of opportunities for Microsoft candidates to get tested, and also optimize the business and revenue opportunities for Microsoft Partners engaged in providing testing seats. Further, Prometric anticipate that candidate scheduling behaviors will be positively influenced and provide training partners and test centers with less fluctuating candidate behaviors and a more predictable stream of income.

These rescheduling and cancellation fees only apply to candidates who have scheduled and registered either through the Contact Center or through the Prometric web registration. These fees do not apply to bookings made at the test centers.

For more information: Visit the FAQ's at:

www.prometric.com/microsoft/reschedulecancellationpolicy and if necessary visit <http://www.prometric.com/TestTakers/ContactUs/default.htm> for a list of country phone numbers.