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Policies and Procedures

A. Code of Ethics

All persons having obtained any Mile2 certification or certificate program and taking part in Mile2's Continuing Education Program must agree that they have read and will abide by the terms and conditions of this Mile2 Code of Ethics Policy, prior to participating.

It is a violation of this Ethics Policy for any Person to participate in any incident of cheating, breach of security, misconduct, submission of fraudulent information or any other behavior that could be considered compromising the integrity or confidentiality of any Mile2 certification examination, any Mile2 certification or the Mile2 Continuing Education Program, as determined by Mile2. All Persons shall adhere to the following:

1. All information submitted for participating in and earning Certification must have been completed by the participating Person.
2. A Person shall only submit continuing education units that they themselves have completed.
3. A Person shall only provide accurate and authentic information for earning continuing education units.
4. A Person shall abide by the Mile2 Continuing Education requirements as set forth by Mile2 from time to time.
5. A Person shall offer and provide professional services with integrity.
6. A Person shall perform professional services in a manner that is fair and reasonable to clients, principals, partners, and employers, and shall disclose conflict(s) of interest in providing such services.
7. A Person shall not disclose any confidential client information without the specific consent of the client.
8. A Person will always conduct themselves in a manner which enhances the image of the profession.
9. A Person shall provide services to clients competently and maintain the necessary knowledge and skill to continue to do so in those areas in which they are certified.
10. A Person shall not solicit clients through false or misleading communications or advertisements.
11. While performing professional activities, a Person shall not engage in conduct involving dishonesty, fraud, deceit, or misrepresentation, or knowingly make a false or misleading statement to a client, employer, employee, professional colleague, governmental or other regulatory body or official, or any other person or entity.
 - a. Do not make claims regarding any certification outside of the scope identified within the outlines provided by Mile2.
12. If, at any time after earning a certification, a participating person is unable to fulfill certification requirements, they will notify Mile2 as soon as possible via the support ticket system available at www.mile2.com

13. Participants agree to not-disclose test items or certification processes to any person or party outside of Mile2 Cybersecurity Certifications staff.
14. If a certification is suspended or revoked, the participant will discontinue the use of all claims to certification that contain any reference to the certification body or certification. This include discontinuing the use of any badge for an expired certificate.

B. Terms of Agreement:

1. Buyer Verification:

All orders are processed via WooCommerce and are verified by a third-party processor. In the event that payment is denied, refunded, or revoked, access to courseware will be terminated. Any certifications earned that were directly connected to the payment that was denied, refunded, refused, or revoked will be removed and the user agrees to not display any badges or certifications related to said certification due to the payment being denied, refunded, refused, or revoked.

Once a purchase has been verified, the appropriate courseware or exam will be automatically added to the Mile2 account through which the purchase was made. In some cases, a delay of up to 48 business hours may occur. In these cases, the payment system is requesting manual verification of payment details from the third-party processor which must be verified by a Mile2 administrator. Once payment has been manually verified, the items will arrive in the Mile2 account through which the purchase was made.

2. Learning Management System:

Mile2 utilized the Learndash Learning Management System to execute our courses, exams, certificate, and badge distribution.

The Mile2 LMS will track and store all student activity within the course materials.

Completion of Course:

In order to receive a Course Completion Certificate a person must complete all videos, workbooks, labs, and assessments within the course. Mile2 makes no claim that completion of courseware will guarantee a pass grade on the Certification Exam associated with the courseware in question. Nor does activity in a course affect the impartial administration or grading of any certification.

3. Rescheduling/Cancelation Policy:

In the event that a Live Class purchase has been made and the student is not able to attend, the student must notify Mile2 no less than 14-business days in advance to reschedule. If the

student fails to notify Mile2 prior to the 14-day limit stated above, they may void the entirety of their class registration fee. Mile2 has the right to reschedule a Live Class or provide an alternative course at any time.

4. Student Withdrawal Policy:

Mile2 staff reserves the right to withdraw a student from any class/program for reasons including but not limited to:

- a. Disruptive conduct
- b. An inability on the student's part to maintain the learning level of normal class instruction.
- c. Failed, Denied, Revoked, or Refused payment status
- d. Breach of Mile2 Code of Ethics or Policies and Procedures.

5. On-Site Classes and Examinations

When a student is participating in in-person classes, they agree to abide by parking, food, and smoking policies in existence at the Mile2 training location. The participant agrees that if food/drink is brought into a classroom and such causes damage to any equipment, the undersigned is responsible for the cost of damage and repair.

C. Auditing and Refund Policy

1. No refund is available for print materials.
2. Classes that are live online or instructor led do not have refund policy, in the case of emergency or unforeseen circumstances, you may request to reschedule your course.
3. Participants may request to audit a live online class for a period of 12 months after attending a live class. The audited class must be the same class that the student participated in originally. Audit requests should be made by submitting a support ticket at <https://www.mile2.com/submit-ticket-2/>.

D. User Data Storage

The www.mile2.com website employs SSL security. All user information is housed on a server with our hosting agent. Additionally, we employ the Cloudflare CDN for an added layer of protection. All course and exam information are delivered through our password protected site. Users are not able to download course materials, exam questions or answers. Internally, access to course material and exam results is limited to Administrators with specific permissions and all activity is monitored and recorded via their login credentials. Login data is stored by username and IP address and is stored for 1 year.

E. Course Administration

Courses are presented as either self-paced or live class. All course participation requires an account on Mile2.com. With the self-paced option student's login and access their applicable course videos, workbooks, lab guides, exam simulators and exams. None of the course material can be downloaded and students have access for up to 1 year.

Live Class students have access to the same materials as self-study students but are able to participate in live instruction at a Mile2 certified training facility or via an online video conferencing application. All instructors are Mile2 certified in the courses they are administrating. Course workbooks and prep guides can be ordered in a physical format. These are ordered through the Mile2.com site. These materials are copyrighted and distribution or copying of these materials is not permitted.

F. Exam Administration

Certification Exams are timed. The timing of the exam can vary. Minimum scores are required on each exam to receive a pass grade. Most certification exams come with a second chance exam if a passing grade is not achieved. If a student fails, the second chance exam a mandatory waiting time of 30 days is required before the third try. The same mandatory wait time will repeat after the 4th, 6th, etc. attempts.

A student is not required to take Mile2 training to apply for and participate in any Mile2 Certification Exam.

To apply to take a certification exam the participant agrees to read and agree to all policies and procedures, supply required identification verification, and supply and information needed for assessment.

G. Proctoring

Some of Mile2's certification exams require a proctor. The student agrees to not only Mile2 terms and conditions, but the terms and conditions of the proctor. Failure to comply with proctor requirements will invalidate the certification exam.

H. Certification and Badge Use

A certification holder agrees to only use the Mile2 Certification and Badges earned on their personal social media, website, and resume. They agree to not distribute the badge files to anyone for any reason. Should a student pass along badge or certification information to any person with the intent of forging credentials, Mile2 reserves the right to revoke the certification and/or badge. If a certification is suspended or revoked, the participant will discontinue the use of all claims to certification that contain any reference to the certification body or certification. This include discontinuing the use of any badge for an expired certificate.

I. Recertification

Mile2 Certifications are good for 3 years from the date issued. To renew a certificate the applicant must complete the required number of acceptable CEUs, purchase and complete the recertification exam within 7 days of the expiration date.

If an applicant has not renewed within 7 days of the certificate expiring, they must retake the full certification exam. In this instance, no CEUs are required.

J. Privacy Statement

Mile2 considers your privacy as both important and valuable. Information mile2 collects from you, where you choose to provide it to us, enables us to send information to or contact you with information pertaining to mile2 products, classes, and services. By providing us with your information, you consent to us processing it for this purpose.

Unless requested by a user, Mile2 reserves the right to utilize, manage, share, and distribute testimonies at Mile2's discretion.

1. Mile2 reserves the right to provide your information to organizations under the following conditions:
 - a. An organization has purchased the course or certification exam on your behalf and requires proof of your activity or certification exam result.
 - b. You have enrolled in a higher education program that utilized Mile2 courseware to facilitate a class. In this case, your instructor will have access to view all of the activity logged by Mile2's Learning Management System.
 - c. An Authorized Training Center is providing or fulfilling your order on Mile2's behalf and needs access to your purchase history and Learning Management System activity.
 - d. Your Mile2 purchase includes access to online tools. In this case, your basic information may be provided to these strategic partners to set up access to their tools.
 - e. As required by law.
2. Mile2 captures your information below automatically when you visit mile2 and submit a request for information, make a purchase or simply become a mile2 user:
 - a. The Internet domain and Internet Protocol (IP) address from which you access the site
 - b. The type of Internet browser and the operating system of the computer you use to access the site
 - c. The date and time you visit the site
 - d. The pages you visit on the site
 - e. If you linked to our site from another Web site:
 - i. The address of that Web site
 - ii. If you linked to the site from a search engine
 - iii. The address of that search engine and the search term you used.

3. The Mile2 Learning Management System captures all activity when a user accesses their course materials including:
 - a. Date of purchase
 - b. Date of access
 - c. Time spent watching or engaging in learning materials
 - d. Exam attempts
 - e. All answers to Test Items
 - f. If an exam is proctored, the video of the proctored exam is stored
 - g. Exam results

K. GDPR Compliance

Who we are

United America Technologies, LLC DBA Mile2 Cybersecurity Certifications, Mile2 EU and Ultimate IT is based in Tampa, FL. Requests for additional information can be made by calling 800-816-4532 or visiting www.mile2.com to submit a support ticket.

What personal data we collect and why we collect it

Mile2 collects individual names, payment information, email addresses, and usernames, for all purchases made on the site. This data is collected for the purpose of completing purchases and is shared with our payment processing partner in order to complete services or refund the order. Additionally, names and address information are shared with our printing organization when requests for printed items are made.

Because Mile2 utilizes a Learning Management System, when a user accesses and utilizes course material, all of their activity is logged. This activity is stored in perpetuity. This information is shared with outside parties under the following circumstances:

1. When the user is a student at a college that is utilizing Mile2 courseware as a part of their class, that student's activity can be viewed by the professor that is facilitating the class.
2. When the user is taking the course through a government organization, the user's activity can be viewed by the commanding officer or facilitator of the program utilizing and paying for the course.
3. When the user is taking a Mile2 course is an employee of an organization that has paid for the course on behalf of the user, the user's information may be shared with their manager.

Certificate Information:

If a user earns a Certification, that certification information is stored in perpetuity. This information is made public via the Certification Verification tool on the Mile2.com website. In order to find information on a specific certification the certificate holder must provide their unique Certificate ID to a party or parties interested in verifying their certification. The tool will display the name and date the certification was earned.

Each user consents to the collection of this data when they are purchasing or registering for a product on the Mile2.com website.

We do not sell or give away your personal information, such as your email address to any third-party. Your email address will only be used to contact you about Mile2 products and services.

Media:

Mile2 learning materials are not downloadable and are only available as a streamed product with 1 year access from the date of purchase. When not a part of the Learning Management System, videos are accessed via YouTube links. As such, some user data is shared with YouTube. Most media is protected from download on the Mile2.com site. However, some pdfs and other documents of a non-sensitive nature are available for download. User IP addresses, username, and other data may be stored by Mile2 Cybersecurity Certifications when an item is downloaded from Mile2.com.

Contact Forms:

Mile2.com utilizes plugins to perform surveys, contact forms, chat, and a ticketing system to communicate with customers. These various programs will store IP addresses, name, email, phone number (when provided) username, and other information that customers choose to share. Additionally, support documentation supplied by the customer to Mile2 via these channels is stored as well.

User Comments

When a non-registered user interacts with Mile2.com via forms or comments, their information is stored via cookies. All commenter cookies expire within one year of the commenter's interaction with the site.

Cookies

Cookies: Mile2 uses cookies to verify users. Users are those people who have registered an account with Mile2.com. On login, your authentication details are stored. After login, cookies allow you to interface with the protected content in your account. All cookie

data is hashed. Hashed data is the result of a specific mathematical formula applied to certain data (like your username and password) to protect it.

Analytics

Mile2.com utilizes Google Analytics via the Google Site Kit. Additionally, Facebook Pixel, LinkedIn Conversion Pixel, and SEM Rush are used to monitor traffic from outside of standard search engines. While specific personal information is not gathered and shared within these systems, general information regarding region, demographics, and other general population information is used and shared to understand traffic patterns and campaign successes.

Who we share your data with

Your data is shared with the following:

Awesome Support – For support tickets

Paypal – For payment processing

Authorize.net – For payment processing

Woocommerce – For order processing and tracking

JetPack and JetPack CRM – For login monitoring, security monitoring, and customer account maintenance.

Learndash LMS – For course material and exam access

Mailchimp – When requested for customer mailings and promotions

Tawk.to – A chat function on the website.

WP Maps – For partners who share their address information for Partner search purposes.

WP Forms – For collecting survey data and CEUs (Continuing Education Units)

WP SMTP – For sending emails via the website.

Your information may also be shared with Mile2 Partners if that partner is facilitating your learning process, or you have purchased through that partner.

How long we retain your data

Learndash activity is stored for a minimum of 3 years. Transactions are stored for a minimum of 10 years, and contact forms are stored for a minimum of 1 year. All certification information is stored for a minimum of 10 years.

What rights you have over your data

Each user has the right to request the removal of their data from Mile2 historical logs. Some information must be retained for legal reasons. That would include transactional data for at least 3 years. Additionally, if a customer requests the removal of their historical data, a record of the request will remain in place for 4 years.

Where we send your data

Mile2.com is hosted from a United States based server. An additional layer of protection is provided by Cloudflare and Jetpack. Two types of backups are used. One type of backup is stored by the host on a separate server from the main server. The other type of backup is a cloud-based backup. Each backup is created once every 24 hours. The host and backup providers provide the highest level of consumer protection.

Via contracts with our partners and servicers as well as in-house privacy policies and confidentiality agreements Mile2 strives to protect your personal data.

Contact information

If you have a privacy concern or wish to have your data removed from our system, please visit Mile2.com to submit a support ticket. Mile2 takes privacy very seriously. As such a document trail is necessary. Privacy concerns will not be addressed via telephone or email. Only the support ticket system will be used.

How we protect your data

Using encryption, intrusion detection, layered backups, SSL, and the latest PHP we strive to keep your data safe. Additionally, we have in-house measures that ensures that only specific persons have access to sensitive data and are trained to know when it is and is not appropriate to share that data. In this section you should explain what measures you have taken to protect your users' data.

What data breach procedures we have in place

In the event that a data breach has occurred, Mile2.com will send out an email to all registered users via Mailchimp. Additionally, a banner will be posted for thirty days on the website that will provide a link with additional details and ways that a consumer may contact Mile2 with questions or specific impacts.

L. Impartiality Statement

1. Mile2, through its structure, policies and procedures makes every effort to protect impartiality for all products purchased and/or administered through the Mile2 organization. The owners and stakeholders in the Mile2 management structure are committed to impartiality in all areas with particular attention given to the certification process.
2. Conflict of interest and threats to impartiality are reviewed on a bi-annual basis to ensure objectivity in our exam purchase, administration, and review processes as well as in the review of the course materials, test items, sales, and customer service dynamics.

3. To view the full statement signed by Mile2 management please see the Mile2 [the Mile2 Statement of Impartiality](#).
4. Any concerns regarding impartiality can be made by submitting a support ticket at <https://www.mile2.com/submit-ticket-2>. Please include any evidentiary support via documentation or screenshots concerning your claim.

M. Certification Processes and Procedures

Assessment Process:

Mile2 supplies role-based certifications via an online timed assessment which includes 100 multiple choice items (exceptions are: C)SA1, C)SA2). These items are chosen as a part of the certification scheme to reflect the needs of the job role within the marketplace. The steps include:

1. Identifying possible Job Tasks via online tools like Onet.com
2. Surveying persons involved in the day-to-day job affairs of the job role regarding tasks identified and the time involved with each.
3. After major job tasks are identified, a panel of Subject Matter Experts (SMEs) determines what Knowledge, Skills, and Abilities (KSAs) are necessary to complete the tasks.
4. The test blueprint identifies the percentage of the KSAs needed to complete the tasks.
5. The assessment items are developed to reflect the test blueprint and are delivered in a randomized order.
6. The pass/fail percentage is determined on a test-by-test basis.

When there is a change in the certification scheme which would require additional assessment (such as a change in regulatory compliance) Mile2 will document and make publicly accessible, without request, the specific mechanisms required to verify that certified persons comply with the changed requirements. As Mile2 certifications have a 3-year expiration date, the recertification process, ensures that changes in the certification scheme are addressed.

The 100-item exam is administered online, and certification is rewarded according to the pass/fail cut score. Certification is determined 100% by the assessment. Assessment results are stored, and results are reviewed on a regular basis to ensure that the assessment is confirming the competence of each candidate.

Mile2 allows for accommodation of special needs. Any request for accommodation should be made at the time of purchase. However, we also allow accommodation requests through by submitting a support ticket at <https://www.mile2.com/submit-ticket-2>.

Examination Process

1. Overview

Certification exams are built to reflect the job roles for the various certification schemes by testing the knowledge, skills, and abilities (KSAs) required to perform the tasks identified by

the advisory body, surveys, and research conducted by Mile2.com. The test reflects not only the KSAs and tasks, but the time identified by the advisory board spent on those tasks in relationship to the job role.

2. **Consistent Administration**

Certification exams will be administered through the Mile2.com website using the Learndash LMS exam system. The test items are also randomized for each examinee.

The exam is proctored. The applicant must request a time no later than 48 hours in advance for their proctored exam. The student must join their proctor and share their screen and camera for the duration of the exam. Any failure of shared screen or shared camera feed during the exam will invalidate the results.

In the event that failure of screen share or applicant's camera is due to conditions beyond the student's control such as power outage Mile2 reserves the right to allow the applicant to retake the exam.

In order to take the exam, the applicant will need access to a computer with a camera and a strong internet connection. No specific location is required.

The exam is administered as an open book exam. Due to the rapidly evolving nature of technology security systems, it is just as important to know how to find an answer as it is to know the answer itself. Strong notes, knowledge of open-source online tools, and an understanding of how concepts relate is a major component in technology job roles vs specific memorized information.

The exam is also timed. The timed nature of the exam ensures that while it is open book, the applicant still must have strong understanding of certain vocabulary and concepts in order to know where to find the information if they don't have it memorized.

Applicants are allowed to go back to a question should they skip it. As this job roll encompasses a broad variety of KSAs used to complete a multitude of tasks across several disciplines, it should be expected that solving a seemingly unrelated task will present information that can be used to solve a different problem. Thereby, those opportunities are available to the applicant while taking the test as they would be in a real-world scenario.

Once all test items are complete and the exam is submitted, the applicant will receive their result immediately. If they earn a passing score or more a certification with a unique identifier is loaded into their Mile2.com account as well as a .png and .jpg version of the certification badge.

Every completed test form and items on that form are stored for tabulation and review of test efficiency and non-bias.

3. Conditions for the Exam

The exam requires the applicant to have a working webcam and lighting conditions that illuminate the applicant and immediate surroundings. An internet connection and computer setup capable of streaming the test and video simultaneously is required. The applicant also must have audio on and must not be muted during the duration of the exam. Loud, background noise will not be permitted.

4. Required Equipment

A working computer with strong internet connection, a web-camera, and microphone are required. We strongly recommend the use of a Google browser.

5. Test Data Retention

Test data is stored within the SQL database as tabulated by the Learndash LMS. Access to this data is limited to the Webmaster and Wordpress Administrators.

6. Test Data Queries

The data is queried every 6 months to evaluate new items, reaffirm fairness, validity, reliability, and general performance of each examination in order to correct any identified deficiencies.

When a deficiency is identified, Mile2 will collaborate with the advisory board to implement an appropriate fix.

7. Decisions on Certification

a. Sufficient Information

The certification decision is determined in whole upon data submitted by the examinee during the examination process. All decisions related to certification are made by and retained by Mile2 Cybersecurity Certifications as documented in the Certification Scheme. Parameters that are in accordance with this decision criteria are programmed into the testing software that is under the complete control of Mile2 Cybersecurity Certifications with sufficient security and access restrictions in place.

Test and decision data related to the certification are retained in the Wordpress database via the Learndash LMS. Data retained regarding the testing event includes:

- Examinee name
- Examinee email address
- Wordpress Username
- Exam start date and time
- Exam duration
- Acknowledgement of the Mile2 Code of Ethics
- Item responses submitted by the examinee
- Exam score

- b. Retention of Decision Making
All decisions regarding granting, maintaining, recertifying, extending, reducing, suspending, or withdrawing certification are retained by Mile2 Cybersecurity Certifications. No decisions are outsourced in part or in whole.

8. Procedures for Processing Complaints Regarding Assessment

- a. If a student fails the certification exam and would like to lodge a complaint regarding the failed certification decision, they may do so by submitting a support ticket at <https://www.mile2.com/submit-ticket-2>.
- b. Upon receipt of the complaint, Mile2 staff will review and respond to the complainant within 7 business days.
- c. The complainant will have 7 business days after Mile2's response to respond to Mile2's requests for additional information.
- d. Mile2 has an additional 7 business days after the receipt of the supplied documentation to review the complaint
- e. Failures due to technical difficulties may be remedied by resetting the exam, offering the exam at a testing facility, or proctoring an exam with the student. Remedies will be determined on a case-by-case basis with a commitment to impartiality.
- f. In the event that the student is concerned regarding exam material, the material in question will be reviewed. If there is an obvious error, Mile2 staff may adjust a student's final grade. If there is not an obvious error Mile2 may refer the content question to an advisory board for a final determination.
- g. The review and final determination for all complaints will be completed within 30 days of the complaint. The complainant will receive a final determination through the support ticket system on mile2.com.

9. Procedures for Processing Complaints Against a Certified Person

If a non-certificate holder needs to inform Mile2 of behavior that they deem concerning regarding any Mile2 certificate holder they may do so by submitting a support ticket at <https://www.mile2.com/submit-ticket-2>.

Mile2 will investigate the accusation using the following procedures:

- a. Request Evidentiary Support from the Accuser
- b. Review the complaint and the evidence
- c. If the evidence is compelling, Mile2 will inform the Accused and request a response.
- d. Upon collecting all information from both parties, a Mile2 Certification review panel will be convened by the Program Director to review evidence and determine if a certification should be revoked.
- e. The Accuser and the Accused will be notified upon the conclusion of the inquiry.
- f. The complaint process is subject to all privacy protections provided within this document for all parties involved.

10. Notice of Violations and Sanctions

If it is determined that any person has violated this Ethics Policy, Mile2 will send such Person a written notice of violations and applicable sanctions and a copy of Mile2's Appeals Policy and Process below.

Remedies for Violating the Candidate Conduct Policy

Any Person determined by Mile2 to have violated this Ethics Policy shall, if determined necessary or appropriate by Mile2 based upon the seriousness of the incident or violation:

- a. be denied and/or decertified in a Mile2 certification(s)
- b. have all other Mile2 certifications previously granted to such candidate revoked
- c. not be eligible to register and/or schedule any Mile2 certification examination, or receive any Mile2 certification, for a minimum period of twelve (12) calendar months from the date of such determination.
- d. have the current continuing education program cycle suspended and/or not be eligible to pursue any Mile2 certification for a minimum period of twelve (12) calendar months from the date of such determination.
- e. be subject to any and all other appropriate action, including legal remedies, that Mile2 deems necessary or appropriate to enforce Mile2's Ethics Policy.

11. Revocation of Certification and Badges

Mile2 reserves the right to revoke certification and badges for breeches of Mile2's Code of Ethics, Policies or Procedures. Revocation of Certification may be triggered by, but not limited to the following:

- a. Evidence of Cheating
- b. Evidence of Criminal Behavior
- c. Participation in purposefully deceptive within the cybersecurity realm
- d. Behavior that compromises the integrity of Mile2 Certificate holders or the cybersecurity/Internet Technology community as a whole.

12. Appeals Policy and Process

After a Person has received a written notice of violations and applicable sanctions from Mile2, such candidate or Person will have thirty (30) calendar days to file a written request for appeal pursuant to Mile2's Appeals Policy and Process.

If a candidate wishes to appeal a Mile2 decision regarding certification or remedies for violating the candidate conduct policy, they may take the following action steps:

- a. Submit a support ticket
- b. Please include supporting documentation with your support ticket
- c. Upon receipt of the appeal, Mile2 staff will review and respond to the complainant within 7 business days.

- d. The complainant will have 7 business days after Mile2's response to respond to Mile2's requests for additional information.
- e. Mile2 has an additional 7 business days after the receipt of the supplied documentation to review the complaint
- f. After the completion of the review the candidate will be informed if their appeal has been approved or denied.
- g. In the event of a denial, supporting documentation and reasoning will be supplied to the candidate.
- h. In the event of an approval the candidate will be asked to provide further information within 5 days
- i. Mile2 will review the supplied information within 5 days and will notify the candidate of the final determination of the appeal.
- j. The review and final determination for all appeals will be completed within 30 days of the complaint. The complainant will receive a final determination through the support ticket system on mile2.com.

13. Use of Badges and Certifications After Revocation or Suspension

The Certificate holder agrees to not use or display the Mile2 certification or badge associated with the certification during when notified of a revocation or suspension.

14. Recertification

Effective January 1, 2016, all Mile2 certifications (past and current) will be valid for a three (3) year period. Certificate holders will be required to submit a total of 20 hrs. of Continuing Education Units (CEUs) per year to keep all their Mile2 certification valid. Mile2 allows for 1 CEU per Course Hour taken.

There are two requirements to maintain Mile2 certification:

- a. Pass the most current version of the exam for your respective existing certification or purchase the Certification Renewal.
- b. Earn 20 CEUs (Continuing Education Units) per year. You may submit your CEUs in your My Account profile page. These CEUs must fall under "Qualify Continuing Educational Activities".

Qualifying Continuing Education Activities Include:

- a. Webinars
- b. Seminars
- c. Instructor-Led Training
- d. Online Training
- e. Asynchronous Training
- f. Articles

(Mile2 suggests that you submit your CEUs as soon as you acquire them over the 3-year period between certification renewals.)

Steps to renew

- a. Ensure your mile2 certification is active: Log in to your account and click the certificate link(s) under "Your Certificates" to review the status of your certification(s).
- b. Code of Ethics: You are required to agree to the Code of Ethics.
- c. Purchase Renewal: Answer the associated renewal questions pertaining to the Code of Ethics. You will be required to provide your previous certification number.

PLEASE NOTE: If you fail to renew your certification WITHIN SEVEN (7) DAYS of the expiration date, you may be required to purchase and re-take the certification exam (at full cost).

N. Legal and Trademark

1. Intent

It is our intent to acknowledge the ownership of each and every intellectual property item listed, referenced, or quoted in the Mile2 website. However, if you notice any breach in IP protocol or if you feel that ownership is not adequately acknowledged, please [submit a support ticket](#) so the discrepancy can be remedied.

2. Mile2 Trademarks

The mile2 word mark and stylized mark has been officially registered in the US Patent and Trademark office under serial numbers 85110058 & 85110073.

3. Cisco

For current listing of Cisco Trademarks and I.P assets [click here](#).

4. Citrix

Citrix, the Citrix logo, Citrix ICA, Citrix MetaFrame, Citrix MetaFrame XP, Citrix Nfuse, Citrix Extranet, Citrix Program Neighborhood, Citrix WinFrame, and other Citrix product names referenced herein are registered trademarks or trademarks of Citrix Systems, Inc. in the United States, and other jurisdictions.

5. CompTIA

The Computing Technology Industry Association, Inc. or Comptia owns A+, Network+ and other "+" trademarks

6. EC-Council

For current listing of EC-Council Trademarks and I.P assets [click here](#). EC-Council, the EC-Council logo, CEA, CEC, CEP, CEH, and E++ are trademarks and service marks of The International Council of Electronic Commerce Consultants.

7. F5

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