



Policies and Procedures

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:

- All information submitted for participating in and earning Certification must have been completed by the participating Person.
- A Person shall only submit continuing education units that they themselves have completed.
- A Person shall only provide accurate and authentic information for earning continuing education units.
- A Person shall abide by the Mile2 Continuing Education requirements as set forth by Mile2 from time to time.
- A Person shall offer and provide professional services with integrity.
- 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.
- A Person shall not disclose any confidential client information without the specific consent of the client.
- A Person will always conduct themselves in a manner which enhances the image of the profession.
- 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.
- A Person shall not solicit clients through false or misleading communications or advertisements.
- 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.



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Impartiality Statement

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.

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.

To view the full statement signed by Mile2 management please see the Mile2 [Statement of Impartiality](#).

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.

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.

Mile2 reserves the right to provide your information to organizations under the following conditions:

- An organization has purchased the course or certification exam on your behalf and requires proof of your activity or certification exam result.
- 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.
- 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.



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- 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.

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:

- The Internet domain and Internet Protocol (IP) address from which you access the site
- The type of Internet browser and the operating system of the computer you use to access the site
- The date and time you visit the site
- The pages you visit on the site
- If you linked to our site from another Web site:
 - The address of that Web site
 - If you linked to the site from a search engine
 - The address of that search engine and the search term you used.

The Mile2 Learning Management System captures all activity when a user accesses their course materials including:

- Date of purchase
- Date of access
- Time spent watching or engaging in learning materials
- Exam attempts
- All answers to Test Items
- If an exam is proctored, the video of the proctored exam is stored
- Exam results

GDPR

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 is shared with our printing organization when requests for printed items are made.



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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:

- 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.
- 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.
- 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.

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.

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 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



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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.

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.



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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.



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Procedures for Certification Complaints

- 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](https://www.mile2.com/submit-ticket-2/) at <https://www.mile2.com/submit-ticket-2/>.
- Upon receipt of the complaint, Mile2 staff will review and respond to the complainant within 7 business days.
 - The complainant will have 7 business days after Mile2's response to respond to Mile2's requests for additional information.
 - Mile2 has an additional 7 business days after the receipt of the supplied documentation to review the complaint
- 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.
- 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.
- 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.

Procedural Requirements for Continuing Education

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:

1) Pass the most current version of the exam for your respective existing certification, **or**, purchase the **Certification Renewal**.

2) 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".



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Qualifying Continuing Education Activities include:

- Webinars
- Seminars
- Instructor-Led Training
- Online Training
- Asynchronous Training
- 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

- 1) 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).
- 2) Code of Ethics:** You are required to agree to the [Code of Ethics](#).
- 3) 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).

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;



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(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.

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:

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

Accusations Regarding Certificate Holders

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 by [submitting a support ticket](https://www.mile2.com/submit-ticket-2/) at <https://www.mile2.com/submit-ticket-2/>.

Mile2 will investigate the accusation using the following procedures:

1. Request Evidentiary Support from the Accuser
2. Review the complaint and the evidence
3. If the evidence is compelling, Mile2 will inform the Accused and request a response.
4. 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.
5. The Accuser and the Accused will be notified upon the conclusion of the inquiry.

Reviews of Accusations will be complete and all necessary parties will be informed within 30 days of the accusation.



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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:

1. [Submit a support ticket](#)
2. Please include supporting documentation with your support ticket
3. Upon receipt of the appeal, Mile2 staff will review and respond to the complainant within 7 business days.
 - a. The complainant will have 7 business days after Mile2's response to respond to Mile2's requests for additional information.
 - b. Mile2 has an additional 7 business days after the receipt of the supplied documentation to review the complaint
4. After the completion of the review the candidate will be informed if their appeal has been approved or denied.
 - a. In the event of a denial, supporting documentation and reasoning will be supplied to the candidate.
 - b. 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.
5. 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.



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Terms of Agreement

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.

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.

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.



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Student Withdrawal Policy:

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

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

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 undersigned 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.

Audit a Class & Refund Policy

Mile2 content is printed on demand and therefore there is no refund after the material has been ordered and printed. All classes that are live online or instructor lead do not have refund policy, only a reschedule policy as outlined above. Students may audit a Mile2 class at least once one year from the time the student took the same class. Audit requests should be made by [submitting a support ticket](#) at <https://www.mile2.com/submit-ticket-2/>.

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 is 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.

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 students 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.



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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 administering. 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.

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. Each certification exam comes 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

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.

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.

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.

Legal and Trademark

Copyright, Trademark & Intellectual Property Acknowledgments



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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.

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.

Cisco

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

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