MetricStream– Non Conformance/CAR/SCAR User Training - 2013

All sessions will be on teleconference with a WebEx presentation component. For **all** sessions, the teleconference access code is **3779022#**. Please use this information to dial in:

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| USA Caller Paid |  (636)651-3189  |
| **USA Toll-Free** |  **(877)810-9439**  |
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| ARGENTINA Toll-Free | 0800-666-0054  |
| AUSTRALIA Toll-Free | 1-800-85-1160  |
| AUSTRIA Toll-Free | 0800-293-433  |
| BELGIUM Caller Paid | 0-2-2008160  |
| BELGIUM Toll-Free | 0800-7-5747  |
| BRAZIL Toll-Free | 0800-891-2533  |
| CANADA Toll-Free |  (877)810-9439  |
| CAYMAN ISLANDS Toll-Free | 1-877-205-3152  |
| CHILE Toll-Free | 1230-020-2020  |
| CHINA Toll-Free CHINA NETCOM GROUP USERS | 10-800-711-0807  |
| CHINA Toll-Free CHINA TELECOM SOUTH USERS | 10-800-110-0749  |
| COLOMBIA Toll-Free | 01-800-912-0546  |
| CZECH REPUBLIC Toll-Free | 800-143-283  |
| DENMARK Toll-Free | 80-889404  |
| FINLAND Toll-Free | 0800-9-19449  |
| FRANCE Toll-Free | 0800-91-1044  |
| GERMANY Caller Paid | 0-69-51709466  |
| GERMANY Toll-Free | 06-800-16-622  |
| GERMANY Toll-Free | 0800-180-9034  |
| GREECE Toll-Free | 00-800-11-002-1693  |
| HONG KONG Toll-Free | 800-90-3342  |
| ICELAND Toll-Free | 800-9649  |
| INDIA Toll-Free | 000-800-100-1186  |
| INDONESIA Toll-Free | 001-803-1-002-1693  |
| IRELAND Caller Paid | 0-1-5245221  |
| IRELAND Toll-Free | 1-800-558-864  |
| ISRAEL Toll-Free |  1-809-411-693  |
| ITALY Toll-Free | 800-788990  |
| JAPAN Toll-Free JAPAN KDD USERS | 00531-11-2965  |
| JAPAN Toll-Free JAPAN C&W USERS | 0066-33-801290  |
| JAPAN Toll-Free JAPAN NTT USERS | 0034-800-900177  |
| JAPAN Toll-Free JAPAN TELECOM USERS | 0044-22-112694  |
| KOREA (SOUTH) Toll-Free | 00798-1-1-002-1693  |
| LATVIA Toll-Free | 8000-3875  |
| LUXEMBOURG Toll-Free |  800-2-7021  |
| MALAYSIA Toll-Free | 1-800-81-4169  |
| MEXICO Toll-Free | 001-877-205-3152  |
| NETHERLANDS Caller Paid | 0-20-2061358  |
| NETHERLANDS Toll-Free | 0800-022-5914  |
| NEW ZEALAND Caller Paid |  09-912-8830  |
| NEW ZEALAND Toll-Free | 0800-451320  |
| NORWAY Toll-Free | 800-12071  |
| PANAMA Toll-Free | 001-877-205-3152  |
| PERU Toll-Free | 0800-77-383  |
| PHILIPPINES Toll-Free | 1-800-1-111-0468  |
| POLAND Toll-Free | 0-0-800-111-1744  |
| PORTUGAL Caller Paid | 21-7616126  |
| PORTUGAL Toll-Free | 800-8-11008  |
| RUSSIA Toll-Free | 8-10-8002-2641044  |
| SINGAPORE Toll-Free | 800-110-1635  |
| SOUTH AFRICA Toll-Free | 0800-981-445  |
| SPAIN Caller Paid |  9-1-2754822  |
| SPAIN Toll-Free | 900-98-1019  |
| SWEDEN Caller Paid | 0-8-51761569  |
| SWEDEN Toll-Free | 020-79-2815  |
| SWITZERLAND Caller Paid | 0-44-5118144  |
| SWITZERLAND Toll-Free | 0800-89-5219  |
| TAIWAN Toll-Free | 00801-10-4162  |
| THAILAND Toll-Free | 001-800-11-002-1693  |
| TURKEY Toll-Free | 0811-288-0001  |
| UNITED KINGDOM Toll-Free | 0808-234-5125  |
| URUGUAY Toll-Free | 000-411-002-1693  |
| VENEZUELA Toll-Free | 0800-100-2028 |

In the schedule below, all times are displayed in EST / EDT . **Your local time should be calculated with this in mind .** Also, please be aware that times listed are **start** times, not **end** times.

After you have dialed in, please use your Internet browser to go to **cummins.webex.com**. At that time, please enter the WebEx Meeting # as per the following schedule. The password for **all** WebEx sessions is **Quality1**. You can also click on the webex link directly for the appropriate session.

If you have not used WebEx before, please log in at least 10 minutes prior to the start of the session as your computer will need a few minutes to be automatically set up.

**Finally, please note that the teleconference information does not change day to day, but the WebEx meeting numbers do.**

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| March 4th- 6th: MetricStream Non Conformance / CAR / SCAR ( APAC Track )

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| **EST** | **User Training Plan - APAC Track**  |
|  **23:00PM**  | **Sunday / Monday,** **March 3rd / 4th**  | **Monday / Tuesday,** **March 4th / 5th**  | **Tuesday / Wednesday,** **March 5th / 6th**  |
| **23:30 PM** | Accessing and NavigatingMetricStream NC/CAR/SCAR (1.5 hours) | Initiating/Approving an MNC Part 2 (1 hour) | Responding to CAR Short Term and Long Term (2 hours) |
| **00:00 AM** |
| **00:30 AM** | Requesting and Completing a Waiver for an MNC (1 hour) |
| **01:00 AM** | Initiating/Approving a PNC (1.5 hours) |
| **01:30 AM** | Dispositioning and Completing an MNC (1 hour) | Completing Action Items (0.5 hour) |
| **02:00 AM** | Approving Short and Long Term CARs/SCARs (1 hour) |
| **02:30 AM** | Initiating/Approving an MNC Part 1(1 hour) | Reporting & Analyzing Data (0.5 hour) |
| **03:00 AM** | Initiating a CAR/SCAR (0.5 hour) | Monitoring the CAR/SCAR (0.5 hour) |

**Webex Details :**Topic: MetricStream User Training - 03 MAR 2013 Date: Sunday, 3 March 2013 Time: 23:00, Eastern Standard Time (Indiana, GMT-05:00) Meeting number: 573 662 664 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222378387&UID=1383379687&PW=NM2E0ZmExYmRi&RT=MTgjMTI%3D> Topic: MetricStream User Training - 04 MAR 2013 Date: Monday, 4 March 2013 Time: 23:00, Eastern Standard Time (Indiana, GMT-05:00) Meeting number: 576 058 130 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222378607&UID=1383380762&PW=NNjk4YWViZjQ2&RT=MTgjMTI%3D> Topic: MetricStream User Training - 05 MAR 2013 Date: Tuesday, 5 March 2013 Time: 23:00, Eastern Standard Time (Indiana, GMT-05:00) Meeting number: 576 648 926 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222378287&UID=1383383637&PW=NNzMwYzg1NmIz&RT=MTgjMTI%3D> April 8th – 10th : MetricStream Non Conformance / CAR / SCAR ( US / Europe Track )

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| **EDT** | **User Training Plan – US / Europe Track**  |
|  **08:00 AM**  | **Monday, April 8th**  | **Tuesday, April 9th**  | **Wednesday, April 10th**  |
| **08:30 AM** | Accessing and NavigatingMetricStream NC/CAR/SCAR (1.5 hours) | Initiating/Approving an MNC Part 2 (1 hour) | Responding to CAR Short Term and Long Term (2 hours) |
| **09:00 AM** |
| **09:30 AM** | Requesting and Completing a Waiver for an MNC (1 hour) |
| **10:00 AM** | Initiating/Approving a PNC (1.5 hours) |
| **10:30 AM** | Dispositioning and Completing an MNC (1 hour) | Completing Action Items (0.5 hour) |
| **11:00 AM** | Approving Short and Long Term CARs/SCARs (1 hour) |
| **11:30 AM** | Initiating/Approving an MNC Part 1(1 hour) | Reporting & Analyzing Data (0.5 hour) |
| **12:00 PM** | Initiating a CAR/SCAR (0.5 hour) | Monitoring the CAR/SCAR (0.5 hour) |

**Webex Details :**Topic: MetricStream User Training - 08 APRIL 2013 Date: Monday, 8 April 2013 Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 573 358 530 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222379587&UID=1383386457&PW=NYmRhNWVjZjEy&RT=MTgjMTI%3D>Topic: MetricStream User Training - 09 APR 2013 Date: Tuesday, 9 April 2013 Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 575 189 387 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222381132&UID=1383388567&PW=NMzAwYWU3OWJh&RT=MTgjMTI%3D>Topic: MetricStream User Training - 10 APR 2013 Date: Wednesday, 10 April 2013 Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 570 274 247 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222382582&UID=1383395262&PW=NNWY0M2FiZTg4&RT=MTgjMTI%3D>July 29th – 31st : MetricStream Non Conformance / CAR / SCAR ( US / Europe Track )

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| **EDT** | **User Training Plan – US / Europe Track**  |
|  **08:00 AM**  | **Monday, July 29th**  | **Tuesday, July 30th** | **Wednesday, July 31st**  |
| **08:30 AM** | Accessing and NavigatingMetricStream NC/CAR/SCAR (1.5 hours) | Initiating/Approving an MNC Part 2 (1 hour) | Responding to CAR Short Term and Long Term (2 hours) |
| **09:00 AM** |
| **09:30 AM** | Requesting and Completing a Waiver for an MNC (1 hour) |
| **10:00 AM** | Initiating/Approving a PNC (1.5 hours) |
| **10:30 AM** | Dispositioning and Completing an MNC (1 hour) | Completing Action Items (0.5 hour) |
| **11:00 AM** | Approving Short and Long Term CARs/SCARs (1 hour) |
| **11:30 AM** | Initiating/Approving an MNC Part 1(1 hour) | Reporting & Analyzing Data (0.5 hour) |
| **12:00 PM** | Initiating a CAR/SCAR (0.5 hour) | Monitoring the CAR/SCAR (0.5 hour) |

**Webex Details :**Topic: MetricStream User Training - 29 JUL 2013 Date: Monday, 29 July 2013 Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 572 692 231 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. NEW USER? Prepare your computer in advance of the meeting by clicking New User on the navigation bar. <https://cummins.webex.com/cummins/j.php?ED=235897692&UID=1429921562&PW=NN2U2YTk5YjQ5&RT=MTgjMTI%3D> Topic: MetricStream User Training - 30 JUL 2013 Date: Tuesday, 30 July 2013 Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 572 792 362 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. NEW USER? Prepare your computer in advance of the meeting by clicking New User on the navigation bar. <https://cummins.webex.com/cummins/j.php?ED=235897862&UID=1429922782&PW=NOTkwMWRkZDc4&RT=MTgjMTI%3D> Topic: MetricStream User Training - 31 JUL 2013 Date: Wednesday, 31 July 2013 Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 570 893 657 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. NEW USER? Prepare your computer in advance of the meeting by clicking New User on the navigation bar. <https://cummins.webex.com/cummins/j.php?ED=235898027&UID=1429923732&PW=NODcxZDQ2NjFk&RT=MTgjMTI%3D> August 5th- 7th: MetricStream Non Conformance / CAR / SCAR ( APAC Track )

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| **EDT** | **User Training Plan - APAC Track**  |
|  **23:00PM**  | **Sunday / Monday ,** **August 4th / 5th**  | **Monday / Tuesday ,** **August 5th / 6th**  | **Tuesday / Wednesday,** **August 6th / 7th**  |
| **23:30 PM** | Accessing and NavigatingMetricStream NC/CAR/SCAR (1.5 hours) | Initiating/Approving an MNC Part 2 (1 hour) | Responding to CAR Short Term and Long Term (2 hours) |
| **00:00 AM** |
| **00:30 AM** | Requesting and Completing a Waiver for an MNC (1 hour) |
| **01:00 AM** | Initiating/Approving a PNC (1.5 hours) |
| **01:30 AM** | Dispositioning and Completing an MNC (1 hour) | Completing Action Items (0.5 hour) |
| **02:00 AM** | Approving Short and Long Term CARs/SCARs (1 hour) |
| **02:30 AM** | Initiating/Approving an MNC Part 1(1 hour) | Reporting & Analyzing Data (0.5 hour) |
| **03:00 AM** | Initiating a CAR/SCAR (0.5 hour) | Monitoring the CAR/SCAR (0.5 hour) |

**Webex Details :**Topic: MetricStream User Training - 04 AUG 2013 Date: Sunday, 4 August 2013 Time: 23:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 578 262 458 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222392812&UID=1383436822&PW=NZDM0MTM3OTBj&RT=MTgjMTI%3D> Topic: MetricStream User Training - 05 AUG 2013 Date: Monday, 5 August 2013 Time: 23:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 576 073 419 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222392942&UID=1383437067&PW=NZGJkOTA0Y2Rm&RT=MTgjMTI%3D> Topic: MetricStream User Training - 06 AUG 2013 Date: Tuesday, 6 August 2013 Time: 23:00, Eastern Daylight Time (Indiana, GMT-04:00) Meeting number: 576 995 754 Meeting password: Quality1 Please click the link below to see more information, or to join the meeting. <https://cummins.webex.com/cummins/j.php?ED=222393037&UID=1383437762&PW=NZjgzY2I3MTA3&RT=MTgjMTI%3D> September 9th – 11th : MetricStream Non Conformance / CAR / SCAR ( US / Europe Track )

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| **EDT** | **User Training Plan – US / Europe Track**  |
|  **08:00 AM**  | **Monday, Sep 9th**  | **Tuesday, Sep 10th**  | **Wednesday, Sep 11th**  |
| **08:30 AM** | Accessing and NavigatingMetricStream NC/CAR/SCAR (1.5 hours) | Initiating/Approving an MNC Part 2 (1 hour) | Responding to CAR Short Term and Long Term (2 hours) |
| **09:00 AM** |
| **09:30 AM** | Requesting and Completing a Waiver for an MNC (1 hour) |
| **10:00 AM** | Initiating/Approving a PNC (1.5 hours) |
| **10:30 AM** | Dispositioning and Completing an MNC (1 hour) | Completing Action Items (0.5 hour) |
| **11:00 AM** | Approving Short and Long Term CARs/SCARs (1 hour) |
| **11:30 AM** | Initiating/Approving an MNC Part 1(1 hour) | Reporting & Analyzing Data (0.5 hour) |
| **12:00 PM** | Initiating a CAR/SCAR (0.5 hour) | Monitoring the CAR/SCAR (0.5 hour) |

**Webex Details :** |  |
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Topic: MetricStream User Training - 09 SEP 2013
Date: Monday, 9 September 2013
Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00)
Meeting number: 572 742 718
Meeting password: Quality1

Please click the link below to see more information, or to join the meeting.

<https://cummins.webex.com/cummins/j.php?ED=222393422&UID=1383438237&PW=NM2JhNmY4ZjU5&RT=MTgjMTI%3D>

Topic: MetricStream User Training - 10 SEP 2013
Date: Tuesday, 10 September 2013
Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00)
Meeting number: 574 221 999
Meeting password: Quality1

Please click the link below to see more information, or to join the meeting.

<https://cummins.webex.com/cummins/j.php?ED=222393592&UID=1383438452&PW=NYzc0MjcxM2Fi&RT=MTgjMTI%3D>

Topic: MetricStream User Training - 11 SEP 2013
Date: Wednesday, 11 September 2013
Time: 8:00, Eastern Daylight Time (Indiana, GMT-04:00)
Meeting number: 578 806 229
Meeting password: Quality1

Please click the link below to see more information, or to join the meeting.

<https://cummins.webex.com/cummins/j.php?ED=222393747&UID=1383438762&PW=NYWZkMjBkMTUy&RT=MTgjMTI%3D>