

Exhibit B3 – Services Training

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1. Customer Training Services

Evolving networks and consumer demands require a skilled workforce that acts as a differentiator. Nokia's training portfolio consists of training solutions focused on enabling customers to gain the required standards, technology and product knowledge. Our learning solutions are focused on individual learning needs. Our flexible delivery models for blended learning supports customers to learn at their convenience to complement their business objectives.

2. Nokia Training Description

Nokia training includes curriculum paths to gain the necessary understanding, knowledge & generic skills to build, operate and optimize our customers' networks & services.

Our extensive training portfolio offers everything to help our customers' workforces become skilled on Nokia's products and technology solutions.

3. Job Functions in the Network

Dimensioning & Planning courses

Focus on skills for the definition, planning and implementation of Nokia Solutions.

Identify new requirements, new capabilities and design and develop new or enhanced infrastructure to support products.

Respond to requirements of unit cost reductions, product quality improvements, new products, etc.

Operation & Maintenance courses

Focus on skills for the execution of proactive and reactive maintenance activities

Ensure continuous availability and attainment of SLA or QoS performance levels.

Perform continuous status and performance monitoring to proactively detect possible failures.

Network Optimization courses

Focus on skills to analyze root causes of performance problems like capacity bottlenecks, sub optimal-configurations etc.

Skills to develop proposals to resolving issues

4. Course Levels

“Aware”

Introductory level learning provides a general overview of a network element, product or technology. The introductory level also comprises technology and product independent courses. The courses offered under introductory level are common for all technical personnel and some of these courses are also recommended for non-technical learners.

“Standard”

Intermediate level learning typically takes place in the early phases of network implementation. These combined theory and practical sessions aim to make the participants adept at operating and maintaining a specific network element or subsystem. These are designed to equip installation, commissioning, operation and maintenance personnel with the fundamental skills required to perform the day-to-day tasks associated with the equipment.

“Advanced”

Advanced level learning provides participants with the knowledge and skills to perform higher level tasks required in a telecommunications network. These tasks involve network troubleshooting, network design, and reconfiguration as well as network performance analysis.

“Expert”

Expert level learning provides mainly product-based background knowledge to experts in our customers' organizations. The goal is to provide deeper background knowledge for engineers to enhance their skills.

5. Delivery Modes

Nokia believes in using training delivery models which fit in with customers' business models, competence needs and planned learning solutions. For example, blended learning helps people learn at a time, place and path which is most convenient.

Learning delivery formats available:

- Web Based Training
- Instructor Led Virtual Classroom Training
- Instructor Led Classroom Training
- Workshops
- Mobile Learning
- Blended Learning – a mix of web-based training and virtual, instructor-led trainings / workshops

5.1 Prerequisites

Web Based Training

Participants are enrolled in the Web Based Training individually, according to the target group and prerequisites defined in the training descriptions available in the Nokia website. Nokia is not

obliged to take special steps to meet the demands of participants that do not have the required prerequisite knowledge.

Virtual Classroom Sessions

Participants should have a secluded and peaceful area around the computer while attending Virtual Classroom Training. To be sure of this, it is worthwhile to check that PC facilities are available in case employees do not have offices and/or PCs of their own.

Participants are selected by the customer according to the target group and prerequisites defined in the learning program descriptions. Nokia is not obliged to take special steps to meet the demands of participants that do not have the required prerequisite knowledge.

Classroom Sessions

Participants are enrolled according to the target group and prerequisites defined in the training descriptions available at the Nokia internet. Nokia is not obliged to take special care to meet the demands of participants who do not have the required prerequisite knowledge.

5.2 Web Based Training

Content and Scope

Nokia supports this delivery model where customer can learn & gain knowledge at their own pace by requesting Nokia eLearning Services on a demand basis. It includes a wide range of online learning events supporting self-paced learning.

With Web Based Training Services Nokia helps its customers to enhance their learning environment by extending the availability of effective knowledge resources in their organization. Web Based Training includes a wide range of content, covering systems, network architecture, products and platforms as well as new releases.

5.3 Virtual Classroom Training

Content and Scope

Instructor Led Virtual Classroom Training is a learning event provided via virtual classroom through the internet. Participants attend instructor guided online sessions, which can be accessed from any location that has a suitable internet connection.

The training description consists of the name of the training, the target group(s), objectives, nominal duration, prerequisites, modules, maximum number of participants and a basic description of the learning environment. The training offering is continuously updated in Nokia's Customer Learning Store <https://learningstore.nokia.com/customer/>

On enrolment to an Instructor Led Virtual Classroom session, participants will receive an enrolment email, which includes instruction on how to access the Virtual Training. The learning session may include practical exercises on Nokia learning equipment, available through Remote Lab access.

It may be possible to tailor a dedicated Virtual Classroom to meet the requirements of the customer. But this must be agreed with Nokia prior to any training booking.

Deliverables

The deliverables of Instructor Led Virtual Classroom Training include:

- Virtual Classroom Training event delivered by Nokia instructor
- Learning material
- Training confirmation of attendance

Tools

A synchronous tool to provide real-time interaction between the instructor and a group of participants is used as a platform for Instructor Led Virtual Classroom Training.

End-user computer requirements include internet connection, audio capabilities, and Virtual Classroom client software.

5.4 Classroom Training

Content and Scope

Instructor Led Classroom Training is provided by Nokia's qualified instructors, carried out in a physical learning environment.

Instructor Led Classroom Training is provided in a suitably appointed room located in either a Nokia Training Centre, customer premises or training facility. Training equipment may be located within the same room or nearby test bed for practical sessions or made remotely available through access to a Nokia lab.

It may be possible to tailor the training to meet the requirements of the customer. But this must be agreed with Nokia prior to any training booking.

Deliverables

The deliverables of Instructor Led Classroom Training include:

- Classroom Training event delivered by a Nokia instructor
- Learning material
- Training confirmation of attendance

5.5 Workshops

Content and Scope

A Workshop is an instructor-led face-to-face or virtual learning provided by Nokia to the participants. A workshop is delivered in an informal collaborative manner between the instructor and participants. The workshop is typically skill-oriented, delivered on a test bed in either a Nokia Training Centre or at the mobile operator premises. Workshops normally focus on specific tasks or skills.

5.6 Mobile Learning

Content and Scope

Nokia supports this delivery model where customer can learn & gain knowledge at their own pace by requesting Nokia Learn mobile App on a demand basis.

With mobile learning, Nokia helps its customers to enhance their learning environment by extending the availability of effective knowledge resources in their organization where learning can be consumed anywhere and at any time.

Mobile Learning includes a wide range of content, covering systems, network architecture, products and platforms.

Mobile Learning conducted on and delivered through mobile devices like smartphones and tablets supporting informal learning.

6. Training Facilities

Instructor Led Classroom Sessions

Where classroom sessions are delivered at Nokia premises with Nokia test beds then Nokia assumes full responsibility for ensuring the suitability of both the classroom and testbed for the training session.

Where classroom sessions are delivered at customer premises using remote connectivity to a Nokia lab Nokia is responsible for ensuring the test bed is prepared and suitable for the training session. The customer is responsible for providing a suitable room for the session and appropriate connectivity for connection to Nokia remote lab.

Where the classroom sessions are delivered on customer premises using a customer testbed then the customer is fully responsible for ensuring both the room & testbed are suitable for the training session.

Nokia will provide details of the facilities, configuration, equipment & connectivity required in advance of the sessions using customer classrooms and/or customer testbeds.

Where needed Nokia will provide access to Learning Platform to facilitate the delivery of training content for the classroom sessions.

Virtual Classroom Sessions

Where sessions are delivered Virtually using remote connectivity to a Nokia lab Nokia is responsible for ensuring the test bed is prepared and suitable for the training session. The customer is responsible for providing suitable environment for the session and appropriate connectivity for connection to Nokia remote lab.

Nokia will provide details of the facilities, configuration, equipment & connectivity required in advance of the Virtual sessions.

Where needed Nokia will provide access to the Nokia Learning Platform to facilitate the delivery of training content for the virtual classroom sessions.

7. Training Documentation

The default method for delivering training documentation is in electronic format (e-Documentation). Each participant will receive prior to the training, an email with which contains

a download link, enabling each participant to download and save a copy of the documentation. Downloads will be available one (1) week prior to course start date and four (4) weeks after the course end date. The electronic documentation is provided in .pdf format and allows the participant to add / edit and save notes within the course material. It is advised that course participants bring their laptops to the training event or download and print a copy of the training documentation.

8. Course Evaluation

The default method for providing the end of course evaluation is via electronic format. Participants will receive an email with a URL for accessing the evaluation. On the final day of the training the Training will allow time for the evaluation to be completed. The evaluation can be accessed via PC, smartphone and tablets.

9. Certificate of Participation

The default method for providing the Certificate of Participation is via electronic format, which can be downloaded, saved and printed

10. Nokia obligations

Nokia agrees to provide a quality training experience to Customer. This includes: an instructor qualified to conduct the course(s) as well as all necessary training materials sufficient for the number of registered participants on the scheduled dates.

The Customer will assure that the participants have completed the necessary pre-requisites otherwise Nokia cannot be held liable for delivery quality.

Every Training will be evaluated upon completion with a training evaluation, conducted online evaluation only; the participant is requested to complete the online evaluation during the last day of the course.

The online evaluations submitted by Customer participants on the training delivery will be considered a key indicator of the Training quality.

Whenever a Training event is evaluated by Customer as of inadequate quality, Nokia will investigate the incident and determine the underlying root causes. This investigation will take into account the input of the Customer participants as well as the instructor. Nokia will share the result of the investigation with the Customer.

In case of inadequate quality, corrective actions will be decided upon by Nokia. Corrective actions could include among others (i) repetition of the same Training for the same group of Customer participants without any additional fees chargeable to customer except for travel and accommodation expenses, (ii) refund of the training fees, partially or totally, except for travel and accommodation expenses.



Each participant of a Training Course is required to attend for at least 80% of the Training duration in order to be considered 'Successful'. If a participant does not attend 80% of the training the Trainer will have the option not to mark the participant 'Successful' and therefore the said participant will not be able to download their Recognition of Participation and their Training History will not be updated as having completed the Training.