

# Competency Packs FAQ

**Q: What is a 3-pack, 5-pack, 8-pack offer?**

A: Discounts vary based on the packs.

**3-Pack** entitles you to 20% discount for 3 distinct voucher numbers that have the flexibility to be used by 3 different individuals or all by one individual. Each voucher number entitles to you a 2<sup>nd</sup> shot retake exam.

**5-Pack** entitles you to 25% discount for 5 distinct voucher numbers that have the flexibility to be used by 5 different individuals or all by one individual. Each voucher number entitles to you a 2<sup>nd</sup> shot retake exam.

**8-Pack** entitles you to 30% discount for 8 distinct voucher numbers that have the flexibility to be used by 8 different individuals or all by one individual. Each voucher number entitles to you a 2<sup>nd</sup> shot retake exam.

**Q: What is the expiration date of the Competency Exam Pack vouchers and do I need to both register and take my exam(s) by that date?**

A: The expiration date for all Competency Exam Pack vouchers purchased on January 1, 2011 and forward is September 30, 2011. You must register and take your exams, including your retakes, on or before the expiration date. You cannot schedule for an exam past that date. Once the vouchers expire, they can no longer be used.

**Q: When is the last day that I am eligible to purchase Competency Exam Packs?**

A: You may purchase your Competency Exams Packs from now until June 30, 2011.

**Q: What exams are the Competency Exam Pack vouchers valid for?**

A: Each Competency Exam Pack voucher is valid only for any commercial Microsoft exam available at the time of registration. Academic exams are not valid.

**Q: Do the vouchers in each Competency Exam Pack have to be used by the same individual?**

A: No, each voucher may be used by any individual of your choosing.

**Q: Is there a restriction as to who can use these exams?**

A: Yes. These exams must be taken by either employees or contractors associated with your organization. You may not re-sell these exams under any circumstances.

**Q: How does the 2<sup>nd</sup> Shot work?**

A: If the voucher is used to schedule and take an exam and the individual fails the exam, then the same voucher number may be used only by the same individual to act as payment for one retake of the failed exam.

**Q: My company is a MPN Partner. How many Competency Exam Pack vouchers can I purchase?**

A: There is no limit to the number of Competency Exam Pack vouchers that you can purchase.

**Q: My company is a CPLS or Learning Partner. How many Competency Exam Pack vouchers can I purchase?**

A: You can purchase a maximum of 100 Competency Exam Pack vouchers. You can purchase a variety of Competency Exam Packs but once a maximum of 100 vouchers across all packs has been reached, you will no longer be able to purchase them without approval from [MPNoffers@microsoft.com](mailto:MPNoffers@microsoft.com).

**Q: Will there be any exceptions to the CPLS or Learning Partner maximum purchase amount?**

A: If you are too close to the maximum of 100 vouchers to purchase another Competency Exam Pack but wish to make another purchase, you may email your request to [MPNoffers@microsoft.com](mailto:MPNoffers@microsoft.com) and CC your [Regional Voucher Sales Department](#). When doing so you will need to provide the name and contact information for the first 100 (or as close to 100) individuals who took the exams. Microsoft will review the request and respond to you and the Prometric Voucher Team accordingly.

**Q: Can the Competency Exam Pack vouchers be used by any of our company's locations?**

A: Yes, the Competency Exam Pack vouchers may be used by any location, regardless of which group purchased them.

**Q: Will the offer dates be extended?**

A: There is no anticipation at this time to extend this offer.

**Q: Where should I direct further inquiries?**

A: Please direct any further inquiries to your [Regional Voucher Sales Department](#).