



Order Information

Questions about your order can be emailed to order@wiresharkU.com. Please include your order number, order date (if known), ordered item(s) and order question with your query. We will research your order inquiry and respond to you as soon as possible. The customer service phone number is listed below.

Shipping Information

Shipping: We ship globally by UPS. If you need another shipping method please contact Brenda Czech <bczech@packet-level.com>; UPS prices are based on order weight.

Customer Service

If you have any other products/information you would be interested in, please email us at bczech@packet-level.com (Brenda Czech).

The Protocol Analysis Institute, Inc.
5339 Prospect Road, Suite 343
San Jose, CA 95129
Phone: 408/378-7841
Fax: 408/378-7891
Email: bczech@packet-level.com

Privacy

Wireshark University asks customers to supply some personal data when placing an order, such as name and address, credit-card information, phone number, and email address. We use this data only for the purpose of filling an order, communicating with the customer about the status of an order or following up on services and products. We will release personally identifiable information to third parties and organizations when we believe it is appropriate for us to do so in order to comply with the law or to protect against fraud. We will also release such information to cooperate with law enforcement or other governmental investigations (without necessarily requiring the requesting law enforcement or government agency to formally serve us with a subpoena), comply with all valid court orders or subpoenas, protect the legal rights of us and our users, or when we believe it is needed for fraud protection and/or credit risk reduction.

Except for the circumstances set forth in the previous paragraph, we will not knowingly distribute customer information to be used in mailing lists, surveys, or any other purpose other than what is required to perform our services.

International Shipping

International shipping may require individual cost quote. In that case, you will receive an email response to your order providing you with pricing for your approval.

Press Contact

Wireshark University
c/o Protocol Analysis Institute, Inc.
5339 Prospect Road, Suite 343
San Jose, CA 95129
Press Phone: 408/378-7841
Fax: 408/378-7891
Email: press@packet-level.com