

Q&A

Cisco Candidate Misconduct Appeal Frequently Asked Questions

Q. Can candidates contact a customer service representative to discuss details of their submission?

A. No, Cisco will contact you about the status of your appeals submission.

Q. What written documentation will Cisco provide me?

A. Cisco will provide you with any available progress reports regarding your appeal as Cisco deems reasonably necessary for you to complete your appeal.

Q. When will I hear from Cisco about a decision on my appeal?

A. The Appeals Committee will contact you about its decision within 90 days of the date you sent your submission.

Q. Can I appeal the appeal?

A. No, the decision of the Appeals Committee is final.

Q. Will you return my original documents to me?

A. Yes, we will return original documents within 90 days of your submission.

Q. How often does the Appeals Committee meet?

A. The Appeals Committee meets monthly.

Q. Are candidate penalty actions on permanent record in the Certifications Tracking System and CCIE Database or can they be removed after a period of time?

A. Penalty actions can be changed in the Certifications Tracking System and CCIE Database only by decision of the Appeals Committee.

Q. Can Pearson VUE change the decision of the Appeals Committee?

A. Pearson VUE accepts the decision of the Appeals Committee to be final.

Q. Where do I submit my appeal?

A. If you believe you have valid grounds for an appeal, please contact Cisco within 30 calendar days from the date of the notification letter by going to <http://www.cisco.com/go/certsupport>. Click the Exam Security Tipline/Appeals tab and complete your submission with the required fields and submit the case as instructed. We will not consider incomplete submissions and any inquiries received later than 30 days from the date of this letter. Cisco's review of appeals and subsequent appeal decisions will be made in accordance with the applicable portions of Cisco's Code of Business Conduct and Cisco policies. If you have any issues or concerns that you believe, in good faith, may constitute a violation of Cisco's Code of Business Conduct or any other Cisco policy, please let us know of those concerns. Your issue will be documented and disseminated to appropriate Cisco management who will promptly address the matter. Click [here](#) to read more about Cisco governance and ethics.