

# Shared Support Eligibility Criteria

Cisco.com

## LATIN AMERICA

### Entry and Year 1

- **Gold, Silver or Premier channel certification**
- **8x5 local TAC capability**
- **Online ordering and case management**
- **Take the Partner Readiness Assessment**

### Year 2 and Ongoing

- **Meet or exceed performance metrics thresholds**
- **Electronic asset management system**
- **24x7 local TAC capability**