

Cisco Learning Credits Program

General Program Q&A

1. What are the benefits of Cisco Learning Credits?

Cisco Learning Credits make it easy to add training to your purchase. Now, procuring the required training for your organization need not be an afterthought to your technology purchase. You will be able to define your networking and training needs concurrently, and purchase high quality training from authorized Cisco Learning Partners. Learning Credits can also be ordered as a standalone item, as posted on the Cisco Price List.

2. What are Cisco Learning Credits?

Cisco Learning Credits are a purchase method for authorized training redeemable with Cisco Learning Partners and Cisco Learning Solutions Partners.

http://www.cisco.com/web/learning/le27/learning_partner_about_learning_partners.html

3. Why do the Learning Credits expire and how long are they valid?

The expiration date for Learning Credits is set at one year from the date they are issued. This requirement was instituted in order to encourage the timely use

of training by the customer, and to facilitate suitable revenue recognition time lines for Cisco and its Learning Partners. Any exceptions to this policy must be approved in writing by Cisco. All inquiries should be sent to lcmt_pm@cisco.com.

4. What can Learning Credits be redeemed for?

Each Learning Credit pays for US\$100 of training from a participating Cisco Learning Partner or Cisco Learning Solutions Partner. Learning Credits cannot be used to pay for a proctored certification exam. The cost of the exam is a separate expense.

5. What are the part numbers and prices for the Learning Credit packs?

Learning Credits are valued at US \$100 each and sold in packs of 10, 100, 500, and 1500. The Learning Credit part numbers and pricing are outlined in the following chart:

Learning Credits Part Numbers

Part Numbers	Credits	List Price (USD)
TRN-CLC-000	10	\$ 1,000
TRN-CLC-001	100	\$ 10,000
TRN-CLC-002	500	\$ 50,000
TRN-CLC-003	1500	\$150,000

Prices subject to change without notice. Cisco reserves the right to add, change or discontinue any product from its price lists.

6. Are Cisco Learning Credits available in every country?

No. Cisco Learning Credits are not available in every country. For an updated list of countries in which Cisco Learning Credits can be purchased and redeemed, go to the Learning Credits web site at:

www.cisco.com/go/learningcredits.

7. My company is International. Can I purchase Learning Credits in one country and redeem them in another country?

Cisco Learning Credits must be redeemed in the currency in which they were purchased. Example: Learning Credits purchased in USD, must be redeemed in USD. Learning Credits purchased in Euros must be redeemed in Euros.

8. How soon are Learning Credits available for use after they have been purchased?

Cisco Learning Credits are redeemable only after they have been credited to the user account.

This occurs after the order has booked, cleared and been invoiced by Cisco.

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9. Who are Cisco Learning Partners and where can I find a list of them?

Cisco Learning Partners (CLPs) and Cisco Learning Solutions Partners (CLSPs) are the only authorized providers of Cisco curriculum. CLPs and CLSPs must meet stringent guidelines for authorization and their instructors must pass rigorous exams to become certified Cisco instructors. For a list of CLPs and CLSPs participating in the Cisco Learning Credits Program, please visit <http://www.cisco.com/go/clplocator>.

10. Can I use my Learning Credits with any company offering Cisco training?

Learning Credits can be redeemed only through participating authorized Cisco Learning Partners and Cisco Learning Solutions Partners. For a complete listing of participating Learning Partners please visit <http://www.cisco.com/go/clplocator>

11. What do Cisco Learning Partners offer?

Cisco Learning Partners offer a variety of authorized training services including a Training Needs Assessment, authorized Cisco courses via e-learning, virtual classroom, classroom and on-site training. They also offer customized Cisco training, real-time simulations, quick-start and in-depth packages, hands-on and remote access labs with the latest equipment, as well as preparation for Cisco Career certifications exams.

12. Will I still receive the same discount from the CLP or CLSP if I pay with Credits?

Learning Partners have agreed to treat Cisco Learning Credits as an equivalent form of payment. Cisco does not establish or publish suggested resale prices for training. You must contact a participating Learning Partner directly to determine the cost of a training product or service being offered.

13. Who can help me determine how many Learning Credits to buy?

Participating Cisco Learning Partners offer a service called Training Needs Assessment. This consultative, complimentary service can help you identify your network training needs and develop a training plan. In addition, the Training Map correlates available training with Cisco products and technology/solutions areas. The Training Map is located at www.cisco.com/go/trainingmap

14. Do I need to know what courses I'm going to take before I buy Cisco Learning Credits?

No, you do not have to know the courses beforehand; however it is highly recommended that you work with the participating Learning Partner who has the tools and knowledge to help you assess and create a training plan.

15. Can I take an e-learning class with Learning Credits?

Yes, all Cisco courses (ILT, e-learning, and custom courses offered through participating Cisco Learning Partners and Learning Solutions Partners) are eligible for use with Learning Credits.

16. What happens if I don't use my Learning Credits before they expire?

Learning Credits are valid for one year. Those that are not used by the expiration date are no longer valid. An on line account, accessible through the Learning Credits Management Tool, along with monthly statements, are available to help you keep abreast of the status of your Learning Credits and will help you to manage your training dollars effectively. Training courses must begin before the Learning Credits expire.

19. Where is the Learning Credits Management Tool Located?

The Learning Credits Management Tool (LCMT) is located at www.cisco.com/go/lcmt.

20. Additional Questions?

Pre-Sales questions: clc-us@cisco.com

Order Status Questions: clc-orders@cisco.com

Help with the Learning Credits Management Tool: web-help@cisco.com

Change of Account Manager or Team Captain: lcmt_pm@cisco.com