



Frequently Asked Questions

Voucher Exchange

Q. What will happen to my Prometric voucher(s)? Can I exchange them for Pearson VUE vouchers?

A. Cisco® will honor all pre-paid vouchers, as well as those issued by Cisco Networking Academy®, with expiration dates ranging from August 1, 2007 through July 31, 2008. Due to the voucher system transition, you will not be able to schedule a Cisco exam at Pearson VUE using a Prometric Voucher until August 13. After August 13, you will be able to enter your Prometric voucher number into the Pearson VUE system, whether you are registering by phone, online, or in person at the test center. Please note: If your voucher expires in August and you need to take an exam before August 13, 2007, contact Pearson VUE for assistance. A complete list of Pearson VUE customer service phone numbers is available at www.pearsonvue.com/cisco/contact.

Q. What if I have already scheduled a Cisco test with Prometric?

A. If you have scheduled a Cisco test with Prometric, you will need to reschedule it with Pearson VUE. Please cancel your appointment with Prometric at www.prometric.com, and reschedule it with Pearson VUE. There are three ways to register for an exam:

- Contact a Pearson VUE agent directly (www.pearsonvue.com/contact/vuephone/)
- Register through the Pearson VUE Website (www.pearsonvue.com)
- Call or visit a test center directly; to locate a test center visit the Pearson VUE Website (www.pearsonvue.com) and use the “Locate a Test Center” option

New CCNA & CCENT Vouchers

Q. How many discount vouchers will be available and for which exams?

A. There will be one discount voucher provided for each of the following exams: ICND1 (640-822), ICND2 (640-816), and CCNA® composite (640-802) exam.

For Cisco CCENT™ certifications, discount vouchers are provided to students for the ICND1 exam. For CCNA certification, discount vouchers are provided to students for ICND1 and ICND2 or CCNA composite exam.

Q. How do I qualify for a discount voucher?

A. For CCENT vouchers, you must complete the two CCNA Discovery courses; Networking for Home and Small Businesses and Working at a Small-to-Medium Business or ISP and receive a score of 75 percent or higher on your **first** attempt of the final exam for the Working at a Small-to-Medium Business or ISP course.

For CCNA vouchers, you must complete all four courses of either the CCNA Discovery or CCNA Exploration curriculum and receive a score of 75 percent or higher on your **first** attempt of the final exam for the final CCNA Discovery course; Designing and Supporting Computer Networks, or for the final CCNA Exploration course; Accessing the WAN.

Q. When will the discount vouchers that map to the new certifications be available?

A. ICND1 vouchers that map to the CCENT certification will be available to qualified students in mid-August 2007. ICND2 vouchers and CCNA composite exam discount vouchers that map to the new CCNA certification will be available in the November/December 2007 timeframe.

Q. How much is my voucher discount?

A. Voucher discounts vary depending on the market conditions of your country. Discounts are country-specific and discount rates can not be adjusted.

Q. How do I request a discount voucher?

A. If you pass the **first** attempt of your final exam with a 75 percent or higher, that information will be entered into Academy Connection, automatically making you eligible to request a voucher. A link to the request form will appear on your Academy Connection Student Home page. After you request a voucher through this link, you will receive confirmation and the voucher number will appear in your student profile. Note when the voucher code expires, since expiration dates vary. Your voucher should be valid for at least three months.

Q. How can I receive another voucher?

A. A single voucher/coupon will be issued per candidate, so please study prior to your final exam to help ensure that you qualify for a voucher. It is also important to study prior to your certification exam, since Cisco Networking Academy will issue only one voucher per candidate for this exam.

Q. Where is my voucher information?

A. If you qualify for a discount voucher, a link will appear on your Student Home page in Academy Connection under the Career Development section with the name of the voucher, such as ICND1, ICND 2, or CCNA composite discount voucher. After you request a voucher, that information will appear in your student profile.

Q. If I fail the certification exam can I use the voucher a second time?

A. No, the voucher is valid for one use only.

Q. How can I register for a certification exam with my voucher?

A. When you register for an exam either online or by calling a Pearson VUE testing center, you will be asked to input your voucher information. This will be a code number that will ensure you receive the voucher discount.

Q. How long is my voucher valid?

A. Expect the voucher you receive to be valid for three months. Some vouchers may be valid longer, but you are responsible for knowing when your voucher expires, since the expiration date cannot be extended.

Q. If I passed a course before this discount was available through Networking Academy, am I still eligible for a voucher?

A. No, vouchers cannot be awarded based on historical pass rates or retroactively.

Test Center Access

Q. How can I locate a Pearson VUE test center in my area?

A. Pearson VUE has more than 4000 test centers in 162 countries worldwide. The quickest way to locate one near you is to visit the Pearson VUE Website at www.pearsonvue.com. Simply select the exam program you are interested in, and then follow the instructions displayed. You will see a list of all available Pearson VUE Authorized Test Centers in your area.

Q. How can my organization become a Pearson VUE Authorized Test Center?

A. It is easy to join the Pearson VUE authorized test center network if your organization meets their basic requirements. You will find an application, technical specifications, and instructions on the Pearson VUE Website at www.pearsonvue.com/pvtc.

Q. Who is my Pearson VUE contact?

A. To learn more about becoming a Pearson VUE Authorized Test Center, please contact our channel sales teams:

- In the Americas: Call (800) 247-8719 or +1 (952) 681-3000 (toll number) or e-mail pvamericaschannelsales@pearson.com.
- In EMEA: Call 0161 855 7000 or e-mail pveeachannelsales@pearson.com.
- In Asia-Pacific: Call +612 9467 6600 or e-mail pvapchannelsales@pearson.com.

A complete list of Pearson VUE contact information by country can be found at www.pearsonvue.com/contact/.

If you would like more information about taking a Cisco certification exam at a Pearson VUE center, you can find a complete listing of customer service phone numbers on the Pearson VUE Website at www.pearsonvue.com/cisco/contact/.

Q. Can Pearson VUE accommodate special testing needs?

A. An alias has been created exclusively for the Cisco Networking Academy community to accommodate emerging testing needs at atcrequest@cisco.com. This alias can be used in the following circumstances, in priority order:

- Fifty or more students are located at an academy and the available testing center is more than two-hours travel distance from that location
- Twenty or more candidates from an academy would like to complete an exam at a particular VUE testing center on a specific date
- An academy would like to identify testing options for students who do not have access to a testing center

All requests will be reviewed on a quarterly basis and will be accommodated based on these prioritizations.