



Service Description

CCIE Practice Labs

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

1.1 Description

- CCIE Practice Labs provide online, hands-on lab environments designed for candidates to prepare for their CCIE Lab exam. These labs simulate the actual CCIE exam environment, offering access to the same devices, software, and representative topologies. Each session includes pre-configured scenarios focused on specific technology solutions, while also allowing users the flexibility to execute their own scenarios for comprehensive skill development.

1.2 Important Notice

- Cisco CCIE Practice Labs are designed exclusively as preparatory tools to help you assess your knowledge and readiness. They do not predict, guarantee, or imply success or a passing score on any live certification exam. The practice lab does not replicate the exact questions or difficulty of the live certification exam and is not a substitute for comprehensive study or experience. Practice lab results are for informational and preparatory purposes only. Achieving a certain level of performance on these practice labs does not guarantee a similar outcome on the live certification exam. Performance on the practice lab is not a predictor of success or failure in the live certification process.

2. Cisco Responsibilities

- 2.1 Provide access to the designated CCIE Practice Lab environment for the purchased session duration.
- 2.2 Cisco will maintain the online platform's availability, except during scheduled maintenance or unexpected outages.
- 2.3 Provide pre-configured lab environments that include representative devices, software, and topologies for the selected CCIE certification track (CCIE Enterprise Infrastructure, CCIE Security, CCIE Service Provider, or CCIE Data Center).
- 2.4 Provide access to scenarios focused on specific technology solutions within the practice lab environment.

3. Customer Responsibilities

- 3.1 Possess eligibility by having attempted any Core or Expert-level written exam. Access will be granted approximately two weeks after the exam attempt to allow for processing.
- 3.2 Provide a compatible device (PC, Mac, or Linux machine), a reliable internet connection, and install the Cisco AnyConnect Secure Mobility Client to access the practice lab.
- 3.3 Use access credentials individually and refrain from sharing them with any third party.
- 3.4 Complete the purchased practice lab session within the reserved time block.
- 3.5 Acknowledge and understand that CCIE Practice Labs are intended solely for preparation and self-assessment purposes and do not guarantee, imply, or predict any particular outcome on the live

certification exam.

- 3.6 Adhere to the confidentiality policy, which prohibits disclosing, publishing, reproducing, or transmitting any Confidential Information (including, but not limited to, pod details, topologies, device configurations, or scenario documentation) from the lab environment, in whole or in part, in any form or by any means.

4. Supplemental Terms or Exclusions/Limitations

4.1 Session Details

- Four-hour sessions are available for CCIE Enterprise Infrastructure, CCIE Security, and CCIE Service Provider.
- Five-hour sessions are available for CCIE Data Center.
- Customers may book CCIE Practice Labs up to four months in advance. While multiple sessions can be purchased, only one scheduled session can be active at a time.

4.2 Exclusions

- No certification exam voucher or registration is included with the purchase of a CCIE Practice Lab session.
- No physical materials or in-person instruction is provided as part of this service.