



Service Description

Digital Learning Services

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

- Digital Learning Services provide time-based access to individual courses or libraries of Cisco online e-learning content. These offerings focus on Cisco certifications, technologies, and products, and are delivered through a secure web-based interface. Content is presented in various formats, including video on-demand, visual hands-on labs, and remote access to Cisco Learning Labs. The duration of access for each license is specified in the applicable ordering documents.

Service Options	Description	Duration
Learning Subscriptions	Cisco U. provides access to Cisco e-Learning Certification and Technical Learning Courses for one named individual user. You may purchase either the All-Access or Essentials library. Content and library options will vary over time.	12 months
SINGLE TITLE DIGITAL LEARNING	The Cisco Digital Course offers time-based access to an individual digital course that may include labs.	6 months

2. Cisco Responsibilities

- Cisco will provide a URL that enables the Customer-appointed Administrator and/or selected Authorized Students access to the purchased secure Cisco digital learning Content.
- Cisco will provide access to Content, including Multimedia Clips in the form of video on-demand or audio on-demand content, and remote access to Cisco Learning Labs (where applicable).
- Cisco will provide customer support assistance for issues submitted using appropriate support aliases.
- Cisco will protect personal information in accordance with Cisco's Online Privacy Statement.

3. Customer Responsibilities

Cisco U. Enterprise Customers

3.1 User Assignment:

- Assigning access to a single, named individual. Access is non-transferable once activated.

3.2 System Access and Connectivity:

- Ensuring users have a reliable internet connection and compatible browser to access the Cisco U. platform and associated learning content.

3.3 Activation and Use

- Activating and using the digital learning within the specified access duration. Access begins from the date of provision and expires automatically at the end of the 6 month or 12 month period.

3.4 User Management

- Managing user credentials and ensuring authorized access only. Cisco is not responsible for managing or updating Customer user data.

3.5 Compliance with Terms:

- Ensuring that all users comply with Cisco's acceptable use policies and terms of use as outlined on the Cisco U. platform.

3.6 Support Use:

- Utilizing available platform support resources for assistance with access or course navigation. Technical support is limited to platform access and functionality.