



# Premier Certification Requirements

**Certification and specialization** are based on meeting all requirements within a given country, or [country grouping](#) where relevant.

All applicants must agree to the Channel Partner Program Terms and Conditions which can be found in the [Program Management and Application tool](#) during the application process.

## Individual Certification Requirements

Partners must have a minimum of two unique Cisco career certified individuals associated to the company:

- One Cisco CCNA or higher and one Cisco CCNA or higher or CCDA or higher

## Specialization Requirements

To achieve Premier Certification, a partner must have one of the following specializations:

- [Express Specialization or Higher](#)

## Hybrid IT Requirements

Partners must be able to resell **one** Hybrid IT Service from the list below :

- Cisco Cloud Service
- Cisco Managed Service
- Cisco Powered Cloud Service
- Cisco Powered Managed Service
- Cisco Based-Partner Created Service

### **Cisco Based Service Definitions:**

**Cisco Based Managed Service:** An offer where the key features of the service are provided by Cisco device(s), or a network-based service is built on Cisco infrastructure AND the service includes monitoring and management of Cisco equipment owned or leased by the customer (Cisco endpoints or customer premises equipment).

**Cisco Based Cloud Service:** A cloud-based service built on Cisco reference architecture. Examples can be found in the [Design Zone](#).

## Hybrid IT Documents

- [Hybrid IT Guide \(PDF\)](#)

To sell a hybrid service, you will need to secure a provider contract(s) and ensure the following are in place:

- End customer SLA
- Marketing and/or technical description
- Hybrid IT resale lifecycle management process

## Support Requirements

Type	Premier
Legal agreement	Valid resale agreement or Cisco Indirect Channel Partner Agreement (ICPA) in place
Demonstration capabilities	Not required
Customer service	8 x 5
Escalation process	Not required
Support lab	Not required
Pre-Sales Support	Required
Post-Sales Support	Requirements based on Partner Support Agreement

## Customer Satisfaction

**Note:** Participation in the [Cisco partner customer satisfaction survey](#) is required.

Measurement	Explanation
January measurement	Provide 10 valid contacts/email addresses for current customers to receive a customer satisfaction survey.
July measurement	Partner must enter follow-up activities in the PAL tool for all low scores received for the current fiscal year.
New Partner Certification*	Participation in customer satisfaction activities at the first measurement after a full twelve months of attaining Premier certification (January or July measurement)
Recertification	Participation in both January and July measurement customer satisfaction activities

\* The definition of "new" Premier partner as it relates to the enforcement of the customer satisfaction requirement is a Premier partner that has not been Premier or Gold certified within the previous six months.

## Exception

Premier partners moving to Gold Certification must provide a minimum of 30 valid customer contact names/email addresses at the first January measurement period that occurs after a full six months of attaining Gold Certification

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## Out of Compliance Get Well Plan Policy

For Premier Certified Partners who fall out of compliance for the career certified individual requirements after November 15, 2017, the Program Management and Application ([PMA](#)) tool will automatically issue a Get Well Plan. If a partner still has an individual who holds one of the required minimum career certifications, the partner will be put on a 6-month Get Well Plan to get back into compliance. A Get Well Plan is available only if the partner still has one career certified individual. If the partner loses both career certified individuals during the same 6-month period or at the same time, the Premier Certification will be removed.



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