Premier Certification Requirements

**Specialization Requirements**
Partner must have at least one specialization, which must be:

| One of these: | ・ Express Specialization  
| | ・ Any Advanced specialization |

**Hybrid IT Requirements**
Partner must be able to resell one Hybrid IT Service, which must be:

| One of these: | ・ Cisco Cloud Service  
| | ・ Cisco Managed Service  
| | ・ Cisco Powered Cloud Service  
| | ・ Cisco Powered Managed Service  
| | ・ Cisco Based* Partner-Created Cloud Service  
| | ・ Cisco Based* Partner-Created Managed Service |

* Cisco Based Service Definitions:
  ・ Cisco Based Cloud Service: A cloud-based service built on Cisco reference architecture. Examples can be found in the [Design Zone](https://www.designzone.cisco.com).  
  ・ 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).

To sell hybrid services, partner will need:

| For Cisco Cloud Service or Cisco Managed Service, this: | ・ Marketing and/or technical description in place |
| For all other Hybrid IT services, all of these: | ・ Marketing and/or technical description in place  
| | ・ Provider contract(s) secured  
| | ・ End customer SLA in place  
| | ・ Hybrid IT resale lifecycle management process in place |

For more information, see the [Hybrid IT Guide](https://www.cisco.com/c/en/us/solutions/collateral/it-cloud-networking-cloud/hybrid-it-guide.pdf) (PDF)

**Certified Role Requirements**
Partner must have a minimum of 2 unique certified full-time employees, of which:

| 1 must have this: | ・ Cisco Certified Network Associate (CCNA) or higher |
| 1 must have one of these: | ・ Cisco Certified Network Associate (CCNA) or higher  
| | ・ Cisco Certified Design Associate (CCDA) or higher |

**Support Requirements**
Partner must have:

| All of these: | ・ Valid resale agreement or Cisco Indirect Channel Partner Agreement (ICPA) in place  
| | ・ Customer service 8 hours a day, 5 days a week  
| | ・ One hour call back  
| | ・ Pre-Sales Support  
| | ・ Post-Sales Support based on Partner Support Agreement |
Customer Satisfaction

After 12 months of attaining Premier certification, partner must:

| Every January: | • Provide 10 valid contacts/email addresses for current customers, to whom Cisco will send a Cisco partner customer satisfaction survey. |
| Every July:    | • For any low scores received for the current fiscal year, enter follow-up activities in the PAL tool. |

Additional Considerations

Out of Compliance Get Well Plan Policy

For Premier Certified Partners who fall out of compliance for the career certified individual requirements the Program Management and Application (PMA) tool will automatically issue the partner 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.

Country Groupings

Can certification apply across different countries? Yes, but only within one country grouping.

Terms and Conditions

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

Related Information

Document Revision History

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<tr>
<th>Revision History</th>
<th>Date</th>
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<tbody>
<tr>
<td>1.0</td>
<td>December 17, 2019</td>
<td>Updated document design. Added “Document Revision History” table.</td>
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