



Cisco Select 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.

Select Certification Requirements

Select Certification requires:

Any [Express Specialization](#) or Higher

Note: Select Certification automatically granted on completion of one of the six [Express Specialization](#) tracks

Service and Support Requirements

Type	Select
Legal agreement	Valid resale agreement or Cisco Indirect Channel Partner Agreement (ICPA) in place
Service contract	Partner must sell services related to Cisco product through distribution
Customer service and callback	8 hours a day , 5 days a week

Customer Satisfaction Requirements

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

VIP CSAT Requirements:

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.



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