

Cisco Learning Credits

Program Reissue Policy

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Cisco Learning Credits, as a payment method, offer partners and customers the unrivaled ability to purchase, redeem and manage authorized training from Cisco and Cisco Learning Partners. Each Cisco Learning Credit is equivalent to \$100 USD and expires one year after the invoice date which is the date Cisco invoices the customer for payment (the “Expiration Date”). Details of the Cisco Learning Credits Program are available at: <http://www.cisco.com/go/learningcredits>. For Cisco Learning Credits which are expiring or have expired, the customer can submit a reissue request during the reissue request window as described under Reissue Eligibility below for a six month extension from the Expiration Date with detailed training plan for the unused credits. All reissue requests are subject to approval.

Reissue Eligibility

- All Cisco Learning Credits with unused balance at the time of request, excluding already reissued Cisco Learning Credits (i.e., Sales Order (30XXXXXX))
- Reissue request window: All requests must fall within the 2 month period prior to and the 2 month period following the Expiration Date.
- Reissue request must be submitted following reissue process (see link below)

Reissue Rules:

- Must meet the reissue eligibility requirements above
- Must submit the training plan for the reissued credits within the request
- One time six months extension from Expiration Date
- No further reissue will be granted after first reissue

To submit a request, please follow the [How to Request for Reissue Guide](#)

Additional Information and Resources

- Cisco Learning Credits
<http://www.cisco.com/go/learningcredits>
- Learning Credits Management Tool – Cisco Account Manager
<http://www.in-tools.cisco.com/GET/lctool/jsp/index.jsp>
- Learning Credits Management Tool – Customer Team Captain and Team Players
www.cisco.com/go/lcmt
- Case Management Support Tool
<http://ciscocert.force.com/english>
- How to Extend Cisco Learning Credits (Reissue Request)
http://www.cisco.com/c/dam/en_us/training-events/learning-credits/docs/clc_reissue_request.pdf

All Cisco Learning Credits support requests and inquires must go through the Case Management Support Tool. You may email clc_case_support@external.cisco.com to generate a case on your behalf on the Case management support Tool.

You may also open a case directly on the Case Management Support Tool at <http://ciscocert.force.com/english> or call 1-800-553-6387 Option 4, Option 1 (for US/CAN)

International for phone support:

<http://www.cisco.com/cisco/web/siteassets/contacts> Choose your country under certification support phone numbers listing and use Option 4, Option 1



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