

Curriculum Planning Services

Commercial Terms and Conditions



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This document covers the commercial terms for this service.

Ordering

Service Landing Page

A Cisco.com page is available for customers interested in learning about this service. Terms and Conditions and a Service Description will be available on that page. Any user can access this page, without any authentication via: <https://www.cisco.com/site/us/en/learn/training-certifications/training/curriculum-planning-services.html>

Customer Order Placement

Customers will place an order for CPS via the Cisco Digital Learning (CDL) Store using CLCs as the payment method.

Delivery Partner Selection

While placing the order, the customer will select a Learning Partner to deliver the curriculum plan.

Job role/Technologies

As part of the ordering process, the customer will indicate the desired number of job role/technologies and the quantity.

CLC Reservation and Approval

- Customers must place an order, reserve and approve Cisco Learning Credits (CLCs) in sufficient time to allow the Learning Partner to plan the engagement.
- By default, the service start date will be auto calculated as 10 business days from the date the service is ordered.
- Team Captain approval must be confirmed with a minimum of 7 calendar days prior to the Service Start date. If team captain approval is not received, the order will be cancelled.

CLC Validity

CLCs must remain active on the service start date. If both parties agree to reschedule the service start date, the revised start date must fall within the CLCs' active period. The customer needs to open a [support case](#) for the date to be updated.

Service Commencement

Services will not begin until the Team Captain approves the CLCs. The delivery partner is expected to have a kick-off meeting with the customer on or before the Service Start date.

Email Notifications

Upon order creation, Customers, Cisco representatives and the selected delivery partner will be notified via email. Once an order has been approved by the Team Captain, further email notifications will be sent to Customers and the Delivery Partner, confirming next steps to initiate the delivery.

Communications

The customer must designate a primary point of contact who will be available on the service start date and throughout the engagement to coordinate meetings and communications.

Customer Obligations

To ensure the successful delivery of services, the customer must:

- Designate a single point of contact (and a backup, if necessary) with the authority to act on all aspects of the engagement.
- Provide all required documentation and information, such as job descriptions, network designs, and implementation plans, within five (5) business days of Cisco or the delivery partner's request.
- Ensure key staff are available for scheduled information-gathering sessions, such as interviews

Failure to Fulfill Obligations

If the customer fails to respond, engage, or fulfill their responsibilities in a timely manner:

Learning Partner's Rights

1. Cisco and/or the LP reserves the right to pause or terminate the project without liability for non-delivery of the final deliverable.
2. The customer forfeits the right to request deliverable completion or a refund.

Project Timeline

1. The project timeline may be extended at the sole discretion of Cisco.

If the LP fails to respond, engage, or fulfill their responsibilities in a timely manner:

- Customer should promptly notify Cisco via case support.

Delivery Partner Obligations

The Delivery Partner will:

- Start the Consulting Engagement on the service start date.
- Deliver services in a professional and timely manner, per the agreed-upon project timeline or schedule.

Unforeseen Delays

In rare cases, delays may occur due to unforeseen circumstances (e.g., resource availability, technical issues, or factors outside the LP's control). In such cases:

- The Delivery Partner will promptly notify the customer and Cisco and provide an updated timeline for completion.
- If the customer is not responding, the LP will promptly notify Cisco via case support.

Customer Remedies for Delays

If the Delivery Partner fails to deliver services within 15 business days of the original deadline without reasonable justification or prior communication, the customer may:

- Request a revised timeline for completion, subject to mutual agreement.

Limitation of Liability

The Delivery Partner's liability for delays is limited to the remedies described above. The Delivery Partner is not responsible for delays caused by the customer's failure to engage, attend meetings, or provide necessary information in a timely manner.

Returns and Cancellations

Cancellation Policy

Cancellations Before the Service Start Date

Customers may cancel at least 7 calendar days before the scheduled service start date to receive a full refund.

Cancellations Within 7 days

Cancellation requests made less than 7 calendar days before the service start date are non-refundable.

Non-Refundable Payments

Once the service has commenced, or if canceled within 7 calendar days of the start date, all payments are non-refundable.

Refund Process

Refunds for eligible cancellations will be processed by Cisco promptly.

Rescheduling Requests

Customers may request to reschedule up to 7 days before the service start date without penalty, subject to availability based on LP approval.

Rescheduling requests or start date adjustments made within 7 days of the start date may not be accommodated and are at the sole discretion of the Delivery Partner.

Exceptional Circumstances

In cases of force majeure or unforeseen circumstances (e.g., natural disasters or government restrictions), the LP may, at their sole discretion:

Offer to reschedule the service without penalty.

Acceptance of Deliverables

Customer Satisfaction

It is assumed the customer will be satisfied with the deliverables once provided. However, if the customer believes the agreed-upon deliverables per order were not met:

- The customer must notify both Cisco and the LP within one (1) week of receiving the deliverables.
- Concerns should be directed to Cisco's [Learning & Certifications Centralized Support](#) Team.

General Terms

Service Duration

Total service duration is based on the number of job role/technologies ordered.

Must be finalized on or before the service end date, calculated as Service Start date + (15 business days * quantity), barring any unforeseen delays or customer-related delays.

Project Initiation

Once payment confirmation email is received, the customer and the delivery partner will receive a notification from Cisco, indicating that they can proceed with the delivery. Partner is expected to begin planning and coordinating the details required to conduct a kick-off meeting with the customer to define project scope, schedule, and work breakdown structure.

The kick-off meeting needs to be completed on or before the service start date, but it can only happen once the CLC validation occurs, and Team Captain has approved the order.

Dedicated Planner

Learning Partner must assign a designated Curriculum Planner responsible for project management and assessment execution.

Comprehensive Assessment

Delivery Partner is expected to conduct a thorough training needs assessment, including documentation review, surveys, interviews with key customer staff, and performance data analysis.

Curriculum Plan Development

- Develop a comprehensive Curriculum Training Plan using the Cisco-provided template.
- Ensure the plan includes recommended courseware (off-the-shelf and customized), learning objectives, delivery methods, estimated development efforts for custom content, and a rationale for each recommendation.
- All recommendations must align with customer business goals and focus on Cisco-related products or adjacent technologies and must include at least 80% of Cisco content.
- Perform regular check-ins with customer to ensure that they are aligned with the direction of the assessment and training recommendations.
- Cisco Subject Matter Experts (SMEs) will review and approve prior to customer delivery.
- **Final Delivery:** Delivery Partner will Present the approved Curriculum Training Plan to the customer. Cisco will then issue the official PDF to the customer, serving as the Proof of Delivery (POD).
- Recommendations will focus on Cisco-related products, training offerings, or adjacent technologies.

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