



■ Cisco Learning Credits General Program Q&A

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1. What are Cisco Learning Credits?

Cisco Learning Credits are pre-paid training dollars that are converted into units called "Credits". Each Learning Credit unit has a value of \$100 USD. They can be used to pay for Cisco training with any of our authorized Cisco Learning Partners. http://www.cisco.com/web/learning/le27/learning_partner_about_learning_partners.html

2. What are the benefits of Cisco Learning Credits?

Cisco Learning Credits make it easy to include training when you order. Procuring the required training for your organization need not be an afterthought to your technology purchase. You will be able to define your networking and training needs concurrently, allowing you to purchase high quality training for authorized participating Cisco Learning Partners.

3. How can I get Cisco Learning Credits?

If you are able to purchase directly from Cisco, or if you purchase through one of the Cisco Value Added Resellers, Cisco Learning Credits may be purchased along with your equipment, or as a stand alone order, with part numbers and pricing listed on the Cisco Global Price List.

4. What can I buy with Cisco Learning Credits?

Cisco Learning Credits have a face value of \$100 USD for each credit and are used as a method of payment to purchase Cisco training from one of our authorized, participating Cisco Learning Partners. You can also use Learning Credits for training events through Cisco Advanced Services Training; Cisco Live Event registration and power sessions (USA only); Cisco Live Virtual, the online techtorials that are presented at the event power sessions (these become available after the event ends and continue until just before the next event takes place). You can also use the Learning Credits for all training leading up to the exam for Cisco Certifications. Exam vouchers, or payments to the testing center are not covered by Learning Credits.

5. Who can help me to determine how many Learning Credits I will need?

Participating Cisco Learning Partners offer a service called "Training Needs Assessment". This consultative, complimentary service can help you identify your network training needs and develop a training plan. In addition, the "Training Map" correlates available training with Cisco products and technology/solutions areas. The Training Map is located at: www.cisco.com/go/trainingmap

6. Do I need to know what courses I am going to take before I buy Cisco Learning Credits?

No, you do not have to know the courses beforehand; however it is highly recommended that you work with a participating Learning Partner who has the tools and the knowledge to help you assess and create a training plan that is fit for you.

7. How soon can I use my Learning Credits, are they immediately available?

Your order for the Learning Credits must go through approval and booking and invoicing process before the Credits are activated and become available for use. This process can take up to 5 business days from the time the order is sent to Cisco for processing. Only after activation will your credits be available for a Learning Partner to claim.

8. How will I know when I have Learning Credits, will anything ship to me?

Cisco Learning Credits are virtual items, nothing physical ships to you. When your order is processed, the Learning Credits team will receive the information on your purchase. As soon as all the required information is downloaded into the Learning Credits Management Tool, the Credits will be activated. At that time, your Cisco Sales Agent will receive notification that the Credits are ready and will assign your CCO user name to the online account, after which you will receive an email notification signifying the activation with instructions on how to view the details.

9. What do I have to do to use my Cisco Learning Credits?

To use your Learning Credits, you must give the Cisco Sales Order number to the Learning Partner as your method of payment when you register for your class. You do not have to do anything on the Learning Credits Management Tool to redeem your Credits. The tool is an informational database that holds the details of your Learning Credits purchase, allows you to monitor their use and sends email notifications of use and email monthly statements of account.

10. What do I do if Learning Credits are taken from my account in error?

Each time that a Learning Partner claims Credits from your account, you will receive an email notification of activity. You will also receive a monthly statement of account that is generated on the first calendar day of each month for any activity that takes place in the prior month. Any refusal of the charges made should be done when you are notified of the charge. You should contact the Learning Partner that has laid claim to the Credits that are in question, to settle the issue.

11. Are Cisco Learning Credits available in every country?

No, only certain countries have been cleared for the sale, purchase and redemption of Cisco Learning Credits. For an updated listing of countries in which Cisco Learning Credits are available, please visit: <http://www.cisco.com/go/learningcredits>

12. Can Learning Credits be purchased in one country and redeemed in another country?

Learning Credits must be redeemed in the currency in which they were purchased. For example, if Learning Credits were purchased in USD, then they must be redeemed in USD.

13. Do Learning Credits expire?

Yes, Learning Credits expire 365 days from the date they are activated on the Learning Credits Management Tool. The expiration requirement was instituted in order to encourage timely use of the Credits by the customer and to facilitate suitable revenue recognition time lines for Cisco and its Learning Partners. Any exceptions to this policy must be approved, in writing, by Cisco. All inquiries should be sent to: lcmt_pm@cisco.com

14. What happens if my Learning Credits expire before I can use them?

If your Learning Credits expire before you can use them and you have some classes for which you can use the Credits, you or your Cisco Sales Agent can request that we do a reissue of the balance that expires/has expired. This reissue is a one-time-only event where you will be given an additional 6 months to use the Credits. There are some rules around the reissue process:

- Reissues can only be done for those Credits that have expired no more than one year from the date of expiration.
- You must submit a reason for why the credits were not used within one year
- You must have a detailed training plan to use the credits within the 6 month reissue time

Submittal of the request for reissue must go through review and approval process before the credits can be made available again. Normally, if your Credits are due to expire within the next 3 weeks, and you submit a request for reissue, the Credits balance will be systematically reissued on the first business day after the expiration date. If your request is after the expiration date, the reissue will be on the first business day after review and receipt of approvals by the Cisco Learning Credits Team.

15. How can I track the use of my Cisco Learning Credits?

The Learning Credits are posted in an online database called the Learning Credits Management Tool (LCMT). Access to this database requires that your CCO user name be submitted to either your Sales Agent or to lcmt_pm@cisco.com in order for you to be granted access. First login will present you with an option to accept the Learning Credits agreement. Please read this carefully and then accept. If you choose to deny the agreement, access will not be granted. This is a one time only action. Your home page will show you the name of your account, your Cisco SO# and the balance of Credits that are in your account. Click on the [+] beside the name of the account to see the SO# and a listing of any other SO#s that may have been posted to your account. Follow the details links to see details on the use of the Credits, on each SO#. The LCMT can be reached at <http://www.cisco.com/go/lcmt> after you are granted access.

16. How are Learning Credits recognized by the Learning Partners?

The Cisco Learning Partners recognize the Learning Credits just like cash, at face value of \$100 per credit towards training.

17. Will I still get the same discounts for training when using Cisco Learning Credits?

The pricing of classes and discounts are determined by the Learning Partner. Cisco does not set pricing for any classes provided by the Learning Partners. You would need to negotiate with the Partners on pricing.

18. Can I use Learning Credits to pay for Certification Exams?

No, Learning Credits can only be used to pay for training and labs that lead up to the certification exam. Learning Credits are not accepted by the testing facility as payment for exams.

19. Can I use Learning Credits for anything other than training?

Currently, besides training, Learning Credits can be used for registration to Cisco Live Event (US only—formerly called Networkers) and the Cisco Live Virtual “techtutorials” that are available on line after the close of the event each year. They can also be used for labs associated with training, eLearning and virtual training events; and for training with Cisco Advanced Services. Learning Credits cannot be used to purchase Cisco Press books, or any training kits associated with the Learning Partner classes.

20. My company is international. Can we purchase Learning Credits in the US and use them in other countries?

Rule of thumb is that Learning Credits must be redeemed in the currency in which they were purchased. If the Credits were purchased in the US, the Learning Partner in another country would need to redeem them and receive reimbursement in US currency.

Additional Information and Resources

Cisco Learning Credits Program

www.cisco.com/go/learningcredits

Pre-Sales questions: clc-us@cisco.com

Order Status Questions: clc-orders@cisco.com

Change of Account Manager or Team Captain: lcmt_pm@cisco.com



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DDM08CS1523 11/08