



Annexure A – Cisco

1. Enrolments

- 1.1. **As per Standard Terms and Conditions.**

2. Re-Attendance

- 2.1. Delegates re-attending must bring along their own courseware that was initially issued for the course/s that will be re-attended. Should courseware be outdated, delegates will be held liable for the total cost of the course/s based on the latest course version.
- 2.2. Delegates re-attending courses that make use of Cisco integrated learning labs, or requires remote labs support to complete the associated hand on lab exercises, will be liable for the following additional cost/s, which are over and above Torque IT's standard re-attendance fees:
 - 2.2.1. ENTERPRISE: CCNA at USD \$ 500.00 allows access for 60 hours and is valid for 90 days
 - 2.2.2. ENCOR at USD \$ 575.00 allows access for 60 hours and is valid for 90 days
 - 2.2.3. ENARSI at USD \$ 500.00 allows access for 60 hours and is valid for 90 days
 - 2.2.4. ENWLSI at USD \$ 575.00 allows access for 5 days
 - 2.2.5. ENWLSI at USD \$ 575.00 allows access for 5 days
 - 2.2.6. DATA CENTRE: DCACI at USD \$ 825.00 allows access for 5 days
 - 2.2.7. DCCOR at USD \$ 825.00 allows access for 5 days
 - 2.2.8. DCCUCS at USD \$ 495.00 allows access for 3 days
 - 2.2.9. DCIUCS at USD \$ 330.00 allows access for 2 days
 - 2.2.10. DCFNDU at USD \$ 825.00 allows access for 5 days
 - 2.2.11. DCIT at USD \$ 825.00 allows access for 5 days
 - 2.2.12. DCINX at USD \$ 330.00 allows access for 2 days
 - 2.2.13. DCCNX at USD \$ 495.00 allows access for 3 days
 - 2.2.14. DCMDS at USD \$ 740.00 allows access for 5 days
 - 2.2.15. COLLABORATION: CLCOR at USD \$ 575.00 allows access for 5 days
 - 2.2.16. CLFNDU at USD \$ 575.00 allows access for 5 days
 - 2.2.17. CLACCM at USD \$ 575.00 allows access for 5 days
 - 2.2.18. CLICA at USD \$ 575.00 allows access for 5 days
 - 2.2.19. CLCEI at USD \$ 575.00 allows access for 5 days
 - 2.2.20. VII at USD \$ 550.00 allows access for 5 days
 - 2.2.21. SECURITY: SCOR at USD \$ 500.00 allows access for 5 days
 - 2.2.22. SVPN at USD \$ 500.00 allows access for 5 days
 - 2.2.23. SESA at USD \$ 300.00 allows access for 10 hours
 - 2.2.24. SWSA at USD \$ 275.00 allows access for 10 hours
 - 2.2.25. SDN: DNAIE at USD \$ 475.00
 - 2.2.26. ENSDW at USD \$ 450.00
 - 2.2.27. ENC9K at USD \$ 570.00
 - 2.2.28. DEVNET: DEVASC at USD \$ 500.00 allows access for 5 days

3. Cancellation

- 3.1. The Cisco course cancellation or postponement policy on course deliveries that make use of Cisco Learning Labs (CLL) for active learning, is 15 working days before the course start date, in order for Torque IT to amend and comply with Cisco's Learning Lab reservation cancellation policy, and to mitigate financial penalties enforced by Cisco. In the event of the delegate/company cancelling or postponing the course 16 or more working days before course commencement, there will be no charge to the delegate/company.
- 3.2. A 100% cancellation fee will be levied for cancellations made less than 15 working days before course commencement date.



- 3.3. CLL active learning courses that are subjected to CLL's cancellation policy, are as follow:
 - 3.3.1. Cisco Enterprise courses
 - 3.3.2. Cisco Data Center courses
 - 3.3.3. Cisco DevNet courses
 - 3.3.4. Cisco SDN courses
 - 3.3.5. Cisco Collaboration courses
 - 3.3.6. Cisco Security courses
- 3.4. For purposes of re-attending any of the certification courses outlined in this clause, Cisco's Hands-on Labs' reservation costs will apply; kindly refer to clause 13 for the associated Cisco re-attendance fees.
- 3.5. Cisco Digital Learning Libraries are non-refundable and non-transferable to another user. The user has 180 days of access from date of order.