# **Lebanese American University**

# **School Of Engineering**

# **Cisco Academy Support Center**

### Letter of Support Agreement

#### Date: November 27, 2012

Period of Agreement: October 1, 2012, September 30, 2013

To: NameOfContactPerson

Institution Name: AcadName

#### From: Cisco Academy Support Center

#### Lebanese American University

Lebanese American University and the undersigned education institution agree to the terms and conditions stated herein. Legal liability in this agreement shall be subject to the common practices of liabilities practiced among government/non-profit agencies.

1. **Lebanese American University (as a Cisco Academy Support Center, in partnership with Cisco Systems) Agrees to:**
2. **Resources.** Cisco Academy Support Center agrees that it has all resources required by the QAP (Quality Assurance Plan) to support Cisco Academy’s operation of the Program.
3. **NetLab services:** Up to 50 hours of NetLab services will be provided to the Cisco Academy on yearly bases. Any additional hours will be charged separately according to LAU Cisco Academy Support Center fees.
4. **Screening.** Cisco Academy Support Center, in co-operation with the Program Manager Sponsored Curriculum EMEA agrees that it will ensure to a reasonable certainty the ability of Cisco Academy to meet all Cisco Academy Curriculum requirements listed in the QAP prior and after being admitted to the Cisco Networking Academy Program.
5. **Support.** Cisco Academy Support Center shall provide Cisco Academy with all required as listed in the QAP.
6. **Service Fees.** Cisco Academy Support Center agrees that it will limit any service fees it may charge Cisco Academy to an amount sufficient to recover only those incremental costs incurred by the Cisco Academy Support Center that are directly associated with the operation of the Program. Service fees are subject to review and approval by Cisco.
7. **AcadName (as a Cisco Academy) Agrees to:**
8. **Program Quality and Responsibilities.** Academy shall meet the quality requirements and perform the Cisco Academy duties stated in the QAP. The most current version of the QAP is posted on the Cisco CNAMS Website.
9. **Equipment.** Purchase the specified equipment package (as required by Cisco CLI on the CNAMS Website) in order to deliver the relevant curriculum.
10. **Space.** Provide an instructional space large enough for both a training area and practical area.
11. **Electronic Connectivity.** Academy shall ensure to a reasonable certainty that its Program personnel access the CNAMS Website regularly in order to remain current with the Program’s best operating practices.
12. **Course Material Disclosure and Warranty.** Academy shall not allow disclosure of or access to the Course Material to parties not enrolled in Academy classes offering the Course Material.
13. **Non-Compete.** During the term of this Agreement, Academy shall not develop any class or course material substantially similar to the Curriculum or the Course Material. Academy may offer other industry education programs.
14. **Password Protect Curriculum.**  Academy shall password protect any Curriculum it downloads from the CNAMS Website.
15. **Support**. Cisco Academy shall maintain active SMARTnet/Equivalent support for the duration of the term of this Agreement. Support entitlements and requirements differ around the world and are available from your nearest Cisco academic reseller/partner. Support costs may change over time. Beyond the first year of SMARTnet/Equivalent support which is bundled in with the Cisco hands-on lab bundle, Local Academy shall purchase support for its Lab Equipment at then-current prices minus any applicable discounts.
16. **Ownership**. Cisco Academy Support Center, acting on behalf of Cisco Systems shall retain all rights, title, and interest in and to the Curriculum.
17. **Academy Status**. Cisco Academy confirms to being a non-profit organization and that all money will be invested back into the Program.
18. **Advertising**. Cisco Academy may advertise, during the term of this Agreement, that it has Cisco Networking Academy Curriculum Local Academy status if it is in full compliance with the terms and conditions of this Agreement.
19. **Support Costs**
20. The Lebanese American Universitywill charge AcadNameUSD $825 (including VAT) per annum for services as specified in point 1. The starting date will be based of three months deduction from the year of the support from the time of the signature.
21. **Billing Procedure:**
22. Payment of the agreement support fee is due upon receipt of the signed agreement.
23. **Termination of Agreement:**
24. Either party may terminate this Agreement solely for convenience upon sixty days prior written notice which shall specifically identify the effective Termination Date. If terminating for convenience, Cisco Academy Support Center agrees not to set a Termination Date that falls during the Cisco Academy’s then-current instructional period.
25. **Breach of Agreement**: This Agreement shall be terminated immediately if Cisco Academy fails to observe and comply with any term, condition, or warranty of this Agreement, or meet any payment obligation to the Lebanese American University, and such failure continues for thirty days following receipt of written notice. Within ten working days of notice or warning of breach, the Local Academy must submit a written plan to the Lebanese American University detailing its actions to cure the breach. If Local Academy has in excess of three defaults during the term of this Agreement, this Agreement shall be terminated immediately.
26. **Privacy**
	1. By entering into this Agreement, Cisco Academy acknowledges that information regarding Cisco Academy, its employees and students that is provided to Cisco in connection with this Agreement (“Data”) has been provided, and may be processed: (i) by Cisco in accordance with the Cisco Privacy Policy <http://www.cisco.com/public/privacy.html> (as amended from time to time); and (ii) by Cisco’s subcontractors in connection with processing orders, communications and the delivery, installation and support and maintenance of Cisco Products.
	2. Processing of Data pursuant to Section 7.A may involve the transfer of Data outside of EMEA to other countries, including but not limited to the United States.
	3. Cisco Academy confirms that it is Cisco Academy’s obligation to inform its employees and students of the processing of Data pursuant to Section 6.A and to ensure that such employees and students have given their consent to such processing in accordance with applicable data protection legislation.
	4. Local Academy may at any time give written notice to Cisco that it does not wish Cisco to make use of the Data pursuant to Section 6.A. Where Local Academy exercises its right to prevent processing, Cisco shall have the right to terminate this Agreement forthwith on written notice and the provisions of Section 6 shall apply on such termination.

AcadName: Lebanese American University:

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 Authorizing Signature Authorizing Signature

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 Print Name Print Name

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 Title Title

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 Date Date