

This Affiliation Agreement is entered into between **CNM Ingenuity** (the “ASC”) and _____ (the “ACADEMY”) as of the “Effective Date.”

ASC (Academy Support Center):

ACADEMY (Local Cisco Academy):

Authorized Representative

Authorized Representative

Signed: _____

Signed: _____

Printed: _____

Printed: _____

Title: _____

Title: _____

Effective Date: _____

1. DURATION

The duration, or term, of this Agreement shall be one year, commencing on the Effective Date. This Agreement may be renewed on a year-to-year basis by written agreement of the parties. The parties may revise or modify this Agreement only by a written amendment signed by both parties.

2. GENERAL TERMS

2.1. The purpose of this Agreement is to establish an affiliation between the ASC and the ACADEMY to provide operational support to the ACADEMY in a relevant format (email, phone, web, in-person).

2.2. The ACADEMY shall be responsible for paying an initial support fee of \$350 for the first year of service to the ASC, due upon Effective Date. After the first year, there is an annual renewal support fee of \$350.00.

2.3. Upon receiving the \$350 support fee, the ASC shall provide up to 10 hours of operational support to the ACADEMY annually.

2.4. An additional 10 hours of operational support can be pre-purchased at Effective Date for \$300.00. This additional pre-purchased support is valid only within one year of the Effective Date.

2.5. Additional operational support beyond that included in annual membership (10 hours) and optional annual pre-purchased (10 hours) will be billed to the ACADEMY (payable within 30 days) at a rate of \$100.00 per hour.

3. ASC'S OBLIGATIONS

3.1. Assist the ACADEMY with finding training and setting up their classroom.

3.2. Be a resource expert, assisting ACADEMY in finding available information, resources and tools.

3.3. Provide Administrator Orientation to the ACADEMY.

3.4. Maintain quarterly contact with the ACADEMY.

3. ASC'S OBLIGATIONS (cont.)

- 3.5. Assist the ACADEMY with navigating Academy Connection and the New Experience.
- 3.6. Relay critical operational communications from Cisco to the ACADEMY.
- 3.7. Help the ACADEMY understand and utilize new tools; such as the Quality Metrics Reports.
- 3.8. Assist ACADEMY with the yearly Affiliation Agreement renewal process.
- 3.9. Encourage usage of the new survey tools as they are developed, especially the ASC satisfaction survey.

4. ACADEMY'S OBLIGATIONS

- 4.1. Appoint a Network Academy Contact who is responsible for the primary point of contact with the ASC, and maintaining compliance with this Agreement.
- 4.2. Make a best effort to obtain operational support first from the ASC before escalation to Cisco.
- 4.3. Allow 24 hours for a reply from the ASC to requests for support before escalation to Cisco.
- 4.4. At a minimum the Network Academy Contact shall maintain quarterly contact with the ASC.

5. EARLY TERMINATION

- 5.1. This Agreement may be terminated by either party upon thirty (30) days written notice to the other.
- 5.2. The pro-rated balance of any annual support fee paid by ACADEMY and any unused pre-paid operational support paid by ACADEMY shall be reimbursed within ninety (90) days. Prorating shall be based on the full unused months remaining on the agreement upon termination effective date.

6. MISCELLANEOUS

- 6.1. Both parties will be responsible for the negligent acts or omissions of its own employees, officers or agents in the performance of this agreement. Neither will be considered the agent of the other and neither assumes any responsibility to the other for the consequences or any act or omission of any person, firm, or corporation not a party to this agreement.
- 6.2. Neither party shall have the right to assign this Agreement without the prior written consent of the other party.
- 6.3. This Agreement constitutes the entire agreement and understanding of the parties with respect to its subject matter. No prior or contemporaneous agreement or understanding will be effective.
- 6.4. The individual signing on behalf of ACADEMY hereby represents and warrants that s/he is duly authorized to execute and deliver this Agreement on behalf of ACADEMY and that this Agreement is binding upon ACADEMY in accordance with its terms.

Business Address: CNM Ingenuity Inc., 525 Buena Vista SE, Albuquerque, NM 87106
Email: cisco@cnm.edu
Fax signed Agreement to: (505) 224-3850; Attn: Sionna Grassbaugh
You will be contacted regarding payment upon receipt of this application

