

RED HAT PARTNER PROGRAM GUIDE: EMEA

ACCELERATE YOUR SUCCESS

THE RED HAT PARTNER PROGRAM

Welcome to the new Red Hat Partner Program. As market demand for open source solutions continues to increase, Red Hat looks forward to partnering with you to provide superior solutions to your customers. Whether your focus is on operating systems, middleware, or services, you will find open source opportunities with Red Hat.

The Red Hat Partner Program is the foundation of the relationship between you, the marketplace experts, and Red Hat, the world's leading open source company. Red Hat views our Partners as an extension of our team, playing an integral role in our go-to-market strategy and overall success. Our goal is to offer a Partner Program uniquely suited to enable our Partners to develop successful open source practices.

The Red Hat Partner Program Guide is your complete resource to partnering with Red Hat. In this guide, you will find the following:

- Overview of the Red Hat Partner Program
- Description of Partner Program benefits
- Description of partnering requirements for each track and membership level
- Information regarding the application and enrollment processes

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PARTNER PROGRAM OVERVIEW

The Red Hat Partner Program is a multi-tiered partner model designed to offer you the resources necessary to grow your open source practice. As you begin your relationship with Red Hat, you will have access to a variety of benefits available to assist you in developing your expertise of open source solutions. As your commitment to, and knowledge of, open source solutions grow to meet the increasing customer demand, the benefits you receive from Red Hat will also grow.

The Red Hat Partner Program provides you the tools necessary to define how you would like to partner with Red Hat. Need product information or marketing collateral? It's available. Need sales or technical training? Learn how to access it. Focus on operating systems? Understand the latest Red Hat Enterprise Linux offerings. Prefer to offer middleware solutions? Get up to speed on JBoss offerings. Tell us how you would like to partner with Red Hat. Tell us how you would like to build your open source practice. We will provide you the resources.

Upon successful application and admittance to the Red Hat Partner Program, you will be a Red Hat Partner with access to an array of benefits via the Red Hat Partner Center. As a Red Hat Partner you receive marketing, sales and training benefits designed to enable you to build your open source practice. When you meet qualification requirements defined for your geographic region, you can apply to ascend to higher membership levels. Upon approval by Red Hat of a higher membership level, your continued commitment to open source solutions will be rewarded through access to additional benefits. As a Red Hat Partner you may also apply for unique skill specialization designations such as becoming a JBoss Reseller/JBoss System Integrator.

PARTNER PROGRAM STRUCTURE

PROGRAM TRACKS

Currently, the Red Hat Partner Program offers a single Program Track – Reseller. Additional tracks will be added to the Partner Program in future phases.

TWO MEMBERSHIP LEVELS

The Red Hat Partner Program Reseller track consists of two primary membership levels with tiered benefits corresponding to each level. As a Partner—Reseller track, your membership level is determined by your continued commitment to open source solutions from Red Hat.

- Ready Partner
  The Ready membership level enables you to grow your open source practice while building Red Hat Enterprise Linux and JBoss competency. At this membership level, Partners have access to a variety of marketing collateral and tools.
- Advanced Partner
  Partners who have reached the Advanced membership level are experienced in delivering Red Hat and JBoss solutions and have an ongoing commitment to open source solutions. Advanced Partners enjoy enhanced benefits, plus access to additional resources designed to assist them in building open source practices and revenue.

SPECIALIZATIONS

The Red Hat Partner Program embraces all types of partners delivering resources and benefits that align with your business model and relationship with Red Hat. Specializations address these different partner types and allow access to resources based on your interests. Included are sales and marketing collateral, training and certification offerings, and technical resources.

Specializations define your areas of expertise, help position you as a trusted adviser to your customers, and provide you with a competitive advantage in the marketplace.

Partner Specializations:

- JBoss Reseller/JBoss System Integrator
  JBoss Reseller/JBoss System Integrator status is a unique designation for Partners with proven middleware solution expertise. As a JBoss Reseller/JBoss System Integrator, you may access JBoss-specific tools designed to assist you in achieving your middleware-focused goals. Although all Red Hat Resellers may sell JBoss solutions, only qualified JBoss Reseller/JBoss System Integrator may distinguish themselves with a unique JBoss Reseller/JBoss System Integrator logo.

- Managed Service Providers (MSP)
  Managed Service Providers manage information technology services integrated with Red Hat and JBoss for their customers via the Internet. Additional requirements apply to qualify as a Managed Service Provider. Enrollment is limited by Red Hat. Contact your Red Hat Channel Manager for details.

As a Red Hat Reseller, you are invited to apply for one or more specializations once you meet the qualifications. Approval of a specialization request is at Red Hat's sole discretion. Upon approval of your specialization request by Red Hat, you will be notified that Red Hat has approved your application for specialization, and the Red Hat Partner Center seamlessly customizes content and communications relevant to you.

PARTNER PROGRAM RESELLER TRACK BENEFITS

BENEFITS OVERVIEW

The Red Hat Partner Program offers benefits designed to assist you in developing open source practices around Red Hat and JBoss solutions. As a Ready Partner you receive access to marketing and training resources tailored to building open source success stories. As an Advanced Partner, your increased dedication to Red Hat and JBoss solutions is matched through enhanced benefits. The table below summarizes the benefits available to Partners at each membership level. Each benefit is described in additional detail on the following pages.

RED HAT PARTNER PROGRAM BENEFITS	ADVANCED	READY
General Partner Program Benefits		
Welcome Information via Partner Center	YES	YES
Red Hat Partner Center access	YES	YES
Product marketing collateral and campaigns	YES	YES
Partner e-newsletters	YES	YES
Partner Directory listing and search	YES	YES
Success story highlights eligibility	YES	YES

RED HAT PARTNER PROGRAM RESELLER TRACK BENEFITS	ADVANCED	READY
Training Benefits		
Sales and technical partner seminars	YES	YES
Web-based product training	YES	YES
Online sales training	YES	YES
Technical training discount	YES	YES
Business Development Benefits		
Renewals annuity business	YES	YES
Access to Red Hat sales teams	YES	
Lead distribution	YES	
Demand-generation campaign participation eligibility	YES	
Market development funds eligibility per annual business plan	YES	
Partner manager	YES	
Special Bid Request	YES	
Support Benefits: Marketing		
Demonstration Subscriptions– Not for resale	YES	YES
Campaign template guidelines	YES	YES
Partner program logo usage	YES	
Partner program certificate (online download)	YES	
Support Benefits: Technical Support		
Knowledgebase access	YES	YES
Technical Support	YES	

BENEFITS DETAILS

The following is a description of each benefit available to Red Hat Reseller Partners.

General Red Hat Partner Program Benefits

These benefits are designed to provide Partners with the necessary resources to develop and maintain a strong knowledge of Red Hat and the Red Hat product portfolio.

- Welcome Information
  As a new member of the Red Hat Partner Program, you receive access to an online collection of Red Hat information as well as guidance regarding how to do business with Red Hat.

- Red Hat Partner Center access
  Membership in the Red Hat Partner Program entitles you access to the Red Hat Partner Center, Red Hat's online content repository and partnership management tool. In the Red Hat Partner Center you will find an array of program, product, marketing, and sales resources designed for Red Hat's partner community. The Red Hat Partner Center serves as your primary source of information regarding

Red Hat, our product offerings and marketing campaigns. The Red Hat Partner Center is also how you will administer your Partner relationship with Red Hat, including applying for and receiving Acceptance Notices for higher membership levels and specializations and facilitating other important communication with Red Hat.

- Product marketing collateral and campaigns
  Partners may access the latest information about all Red Hat and JBoss products, services and campaigns. Access this material to train your sales teams and to present solutions to your customers.
- Partner e-newsletters
  Learn the latest news from Red Hat through Red Hat's partner-focused communications. Receive key information about new products, upcoming campaigns, Red Hat resources, success stories and more.
- Partner directory listing and search
  Gain exposure through visibility in RedHat.com's partner search function. Potential customers looking to engage Red Hat Partners may search based on geography or partner specialty.
- Success story highlights eligibility
  Share your Red Hat and JBoss success stories with Red Hat. Submit success story proposals to Red Hat for consideration. Proposals selected by Red Hat will be developed into formal success stories that may be promoted by Red Hat and the Partner through various publicity vehicles.

Red Hat Partner Program Reseller Track Benefits

Training Benefits

Training benefits provide you with multiple resources with which to increase your overall knowledge of Red Hat and the Red Hat product portfolio. Whether product-, sales-, or technical-focused training, you can access the training necessary to help meet the needs of your growing open source practice.

- Sales and technical Partner seminars
  Attend Red Hat sales and technical training seminars designed for Partners covering topics such as sales and technical know-how, best practices and product sales training. Advanced Partners may also request on-site sales force training seminars from Red Hat.
- Web-based product training
  Learn about Red Hat products and campaigns through Red Hat-hosted webinars.
- Online sales training
  Access detailed Red Hat product training through the Red Hat Sales College. This series of computer-based training modules develops an understanding of the Red Hat product portfolio, the competitive positioning of Red Hat products, and how to overcome objections in the sales cycle. Connect to Red Hat Sales College via the Red Hat Partner Center.
- Technical training discounts
  Improve the technical knowledge of your staff through discounts off the MSRP price on Red Hat technical training courses. Red Hat Ready Resellers enjoy a 10% discount; Red Hat Advanced Partner Reseller, 15%.

- **Business Development Benefits**

Business development benefits are sales-enablement and revenue-generating features to assist you in developing a successful, continuing open source practice.

- Renewals annuity business
  Red Hat products are sold on a subscription basis. As a Partner, every subscription you sell is eligible for subscription renewal revenue upon expiration. This provides you with an excellent opportunity to engage deeper with customers on a periodic basis.
- Access to Red Hat sales teams
  Advanced Partners are eligible to network with Red Hat sales teams to coordinate efforts to close sales opportunities more effectively. For more information, contact your Red Hat Channel Account Manager.
- Lead distribution
  Advanced Partners will be eligible to participate in lead distribution processes at Red Hat's discretion. For more information, contact your Red Hat Channel Account Manager.
- Demand-generation campaigns
  Advanced Partners are eligible to participate in Red Hat-developed demand-generation campaigns. For more information, contact your Red Hat Channel Account Manager.
- Market development funds eligibility per annual business plan
  Advanced Partners are eligible to receive market development funds for activities designed to drive brand awareness, lead generation, and sales opportunities of Red Hat and JBoss products. For more information, contact your Red Hat Channel Account Manager.
- Partner manager
  Advanced Partners have access to a Red Hat Partner Manager who acts as an integration point with Red Hat, conducts business planning with the Partner, and assists the Partner to make the most of the partner program benefits and of the partnership.
- Special bid request
  Advanced Partners may benefit from a "sell with" approach on large enterprise prospects and Red Hat enterprise accounts. Advanced Partners are, therefore, eligible to request special bid pricing from Red Hat via their Red Hat partner managers to help close large sales opportunities.

Support Benefits

Support benefits provide you with resources to more effectively market and sell Red Hat and JBoss solutions in the marketplace.

- Demonstration Subscriptions – Not for Resale
  As a Reseller you are granted access to not-for-resale demonstration subscriptions to Red Hat and JBoss products for the purpose of training, testing and demonstration to potential customers. Not-for-resale demonstration subscriptions provided to you as a benefit of the Red Hat Partner Program are not for use in either internal or external production environments or for resale to any other party.
- Campaign template guidelines
  You will receive access to customizable product and marketing collateral and templates designed to enable you to develop presentations and campaigns focused on Red Hat and JBoss solutions.
- Logo usage
  Advanced Partners may use the Red Hat Advanced Partner Reseller logo to market their open source expertise and Red Hat relationship. Logos are available via the Partner Center or by contacting your regional partner helpdesk.
- Partner Program certificate
  Advanced Partners may use the Red Hat Advanced Partner Reseller certificate to market their open source expertise and Red Hat relationship. Certificates are available via the Partner Center or by contacting your regional partner helpdesk.
- Knowledgebase access
  You will have access to the Red Hat knowledgebase through the Red Hat Partner Center to research answers to technical product questions.
- Technical support
  Advanced Partners may access Red Hat Global Support Services for pre-sales technical support assistance via web-based support with 48 hour SLA.

PARTNER PROGRAM RESELLER TRACK REQUIREMENTS

Outlined in the Partner Program Reseller Track Benefits section of this Program Guide are the resources that Red Hat pledges to you, our Partner. Partners at the Ready membership level need only maintain accurate profiles and assent to and comply with the Red Hat Partner Agreement in exchange for a variety of tools and resources. Red Hat provides enhanced resources to Partners who have achieved the Advanced membership level. The table below summarizes the requirements of each membership level. Each requirement is described in additional detail on the following pages.

RED HAT PARTNER PROGRAM REQUIREMENTS	ADVANCED	READY
General Partner Program Requirements		
Completion of Red Hat Partner application and company profile	YES	YES
Acceptance of Red Hat Partner Agreement	YES	YES
Partner Program Reseller Track Requirements		
Annual Participation Fee	980€ (490€ *)	0€
Annual minimum revenue targets	Goal set in annual business plan	0€
Minimum number of trained salespeople on staff	2	0
Minimum number of Red Hat Certified Engineers (RHCE) or Red Hat Certified Architects (RHCA) on staff	4 (2 *)	0
Annual 12-month business plan	Annual	
Forecast	Quarterly	
Active Participation in Focused Marketing Programs	YES	
Minimum number of customer success story submissions annually	2	0

* = Requirements marked with " * " are for discounted countries only. A full list of discounted countries can be found at the end of this document.

REQUIREMENT DETAILS

The following is a brief description of each requirement of the Red Hat Partner Program.

General Red Hat Partner Program Requirements

- Completion of Application, Company Profile
  As part of the Red Hat Partner Program enrollment process, you are required to complete the Red Hat Partner Program application and company profile as outlined online via the Partner Center at www.partner.redhat.com.

- Red Hat Partner Agreement
  As part of the Red Hat Partner Program enrollment process, you are required to assent to the terms of the Red Hat Partner Agreement, available online via the Partner Center at www.partner.redhat.com. Partners must maintain compliance with the Partner Agreement throughout their partner relationship with Red Hat.

Partner Program Reseller Track Requirements

To qualify for the Advanced Partner membership level, you must achieve the following minimum requirements, submit an application to be promoted to Advanced status, and maintain your status as a Partner in good standing annually. Partners failing to maintain good standing as an Advanced Partner may automatically be demoted to the Red Hat Ready membership level in Red Hat's sole discretion.

- Minimum Annual Revenue Targets
  Red Hat Advanced Partners must commit to meeting annual minimum revenue targets inclusive of the entire Red Hat product portfolio. Please refer to the Partner Program Reseller Track Requirements table in this Program Guide for the specific annual requirement.

- Technical Staff Certifications and Trained Sales People
  Red Hat Advanced Partners must maintain a minimum combined number of Red Hat Certified Engineers (RHCE) and Red Hat Certified Architects (RHCA) on staff as a means of developing their own internal open source expertise. Please refer to the Partner Program Reseller Track Requirements table in this Program Guide for the specific annual requirement.

  To be considered a trained sales person, the individual must successfully complete one of the following: Red Hat Certified Salesperson training via Red Hat Sales College, one Red Hat EMEA Sales Classroom Seminar, one Red Hat EMEA Sales Webinar, one Red Hat EMEA JBoss Master Class. Please refer to the Partner Program Reseller Track Requirements table in this Program Guide for the specific annual requirement.

- Annual 12-month Business Plan and Forecast
  Developed in coordination with Red Hat Channel Account Managers, Red Hat Advanced Partners create an annual strategic plan focusing on how Red Hat solutions can help partners achieve their corporate goals. Additionally, Red Hat Advanced Partners create quarterly forecasts in cooperation with Red Hat Channel Account Managers. Templates are available via Partner Center or through your Red Hat Channel Account Manager.

- Active Participation in Focused Marketing Campaigns
  Advanced Partners are required to work in coordination with their Red Hat Channel Account Manager to identify appropriate Red Hat campaigns that align with both the Partner's and Red Hat's goals and develop action plans to launch and support the campaigns in their market space. For such campaigns, Advanced Partners are required to utilize Red Hat-approved messaging to support the campaign via Partner websites and submit proof of participation, such as collateral or campaign activity metrics, to their Red Hat Channel Manager.

- Customer Success Story Proposal Submission
  To assist in raising the visibility of Advanced Partners and their open source expertise in the marketplace, Red Hat requests Advanced Partners to submit customer success story proposals. Red Hat will review the proposals and determine, in its sole discretion, which to develop into a customer success story available for public use by Red Hat and the Partner. Partners are to use the Red Hat Customer Success Story Submission form and obtain end-customer approval of participation prior to submission. Please refer to the Partner Program Reseller Track Requirements table in this Program Guide for the specific annual requirement.

PARTNER SPECIALIZATIONS

To recognize the unique expertise of certain Partners, the Red Hat Partner Program offers a select set of specialization designations. Designed to enhance the marketability of Partners with specific competencies, specializations require Red Hat's approval and additional commitments from both Red Hat and the Partner.

JBOSS RESELLER/JBOSS SYSTEM INTEGRATORS

Resellers with middleware expertise may apply for designation as a JBoss Reseller/JBoss System Integrator. Although all Red Hat Partners may sell both Red Hat and JBoss solutions, the JBoss Reseller/JBoss System Integrator specialization enables Partners with proven middleware expertise to focus their marketing on their knowledge of JBoss solutions.

JBoss Reseller/JBoss System Integrator Benefits

In addition to the Red Hat Reseller benefits for the Partner's specific membership level described previously, JBoss Reseller/JBoss System Integrators receive access to JBoss-specific resources. JBoss Reseller/JBoss System Integrators are also required to meet minimum JBoss-specific commitments. The JBoss Reseller/JBoss System Integrator benefits are outlined below.

JBOSS RESELLER/JBOSS SYSTEM INTEGRATOR BENEFITS	PREMIER	ADVANCED
Training Benefits		
JBoss web-based product training	YES	YES
JBoss training discounts (20%)	YES	YES
Business Development Benefits		
Demand-generation campaign participation eligibility	YES	YES
Lead Distribution	YES	
Market development funds eligibility per annual business plan	YES	
JBoss Partner Manager	YES	
Special Bid Request	YES	
Support Benefits		
Technical Support	YES	YES
Discount on Red Hat professional Services (10%)	YES	YES
JBoss Specialization Logo Usage	YES	YES
JBoss Specialization Certificate (online download)	YES	YES
Master class discount	2 free seats; 50% discount per additional seat	50% discount

The benefits of the JBoss Reseller/JBoss System Integrator specialization are designed to assist partners in identifying and pursuing JBoss middleware opportunities. In addition to training, marketing, and technical benefits, JBoss Reseller/JBoss System Integrators have access to JBoss Reseller/JBoss System Integrator logos for use in marketing their expertise in the middleware market.

JBoss Reseller/JBoss System Integrator Requirements

Middleware specialists may apply for the JBoss Reseller/JBoss System Integrator specialization by achieving minimum JBoss-specific requirements and then applying for the specialization by submitting a request to their regional partner helpdesk or Red Hat Channel Account Manager. The JBoss Reseller/JBoss System Integrator requirements are summarized below. Each requirement is described in additional detail on the following pages.

JBOSS RESELLER/JBOSS SYSTEM INTEGRATOR REQUIREMENTS	PREMIER	ADVANCED
Apply for Specialization via Red Hat Partner Center	YES	YES
JBoss Partner Initial Participation Fee		5,800€
Annual JBoss Partner Participation Fee	3,200€	3,200
Achievement of minimum annual JBoss-specific revenue targets	per business plan	per business plan
Minimum number of trained sales people on staff	2	1
Minimum number of JBoss technically-trained resources on staff. Two tracks needed:		
JBoss Administrators	2	1
JBoss for Advanced J2EE Developers	2	1
Annual 12-month JBoss-specific business plan	Annual	Annual
JBoss-specific forecast	Quarterly	
Active Participation in JBoss-specific Focused Marketing Programs	Quarterly	
Minumum number of JBoss-specific customer success story submissions annually	2 annually	1 annually
Minimum number of attendees annually at JBoss master classes	2	2

JBoss Reseller/JBoss System Integrator Requirements Details

To become a JBoss Reseller/JBoss System Integrator, you must apply for the designation by submitting a request to your regional partner helpdesk or Red Hat Channel Account Manager. Additionally, the Partner must remit the applicable program fee. Qualified partners will receive the initial designation of JBoss Advanced Partner.

The requirements to achieve and maintain JBoss Reseller/JBoss System Integrator status are revenue, training, and business requirements with a specific focus on developing the Partner's middleware practice through JBoss solutions.

- Participation Fee
  To become a JBoss Reseller/JBoss System Integrator, an initial participation fee is required. The initial participation fee includes 20 JBoss Training Units to be utilized to train technical staff and meet the technical staff requirements of being a JBoss Reseller/JBoss System Integrator. As the partner agreement comes due for renewal, an annual participation fee is required.

- Minimum Annual Revenue Targets
  JBoss Partners commit to meeting annual minimum revenue targets specifically for JBoss solutions. Please refer to the JBoss Reseller/JBoss System Integrator Requirements table in this Program Guide for the specific annual requirement.

- Minimum Number of Trained Sales People on Staff
  To be considered a trained sales person, the individual must attend a minimum number of Jboss-offered sales seminars annually. Please refer to the JBoss Reseller/JBoss System Integrator Requirements table in this Program Guide for the specific annual requirement.

- Technical Staff Certifications
  JBoss Reseller/JBoss System Integrators are required to complete JBoss-specific training tracks. Please refer to the JBoss Reseller/JBoss System Integrator Requirements table in this Program Guide for the specific annual requirement.

- Annual 12-month Business Plan and Forecast
  Developed in coordination with Red Hat Channel Account Managers, JBoss Reseller/JBoss System Integrators create an annual strategic plan focusing on how JBoss solutions can help Partners achieve their corporate goals. Additionally, JBoss Partners create forecasts in cooperation with Red Hat Channel Account Managers. Templates are available via Partner Center or through your Red Hat Channel Account Manager.

- Active Participation in Focused Marketing Campaigns
  JBoss Reseller/JBoss System Integrators are required to work in coordination with their Red Hat Channel Account Manager to identify appropriate JBoss campaigns that align with both the Partner's and Red Hat's goals and develop action plans to launch and support the campaigns in their market space. For such campaigns, JBoss Reseller/JBoss System Integrators are required to utilize Red Hat-approved messaging to support the campaign via Partner websites and submit proof of participation, such as collateral or campaign activity metrics, to their Red Hat Channel Manager.

- Customer Success Story Proposal Submission
  To assist in raising the visibility of JBoss Reseller/JBoss System Integrators and their open source expertise in the marketplace, Red Hat requests Partners to submit customer success story proposals. Red Hat will review the proposals and determine, in its sole discretion, which to develop into a customer success story available for public use by Red Hat and the Partner. Partners are to use the Red Hat Customer Success Story Submission form and obtain end-customer approval of participation prior to submission. Please refer to the JBoss Reseller/JBoss System Integrator Requirements table in this Program Guide for the specific annual requirement.

- Master Class Participation
  JBoss Reseller/JBoss System Integrators will enroll a minimum number of staff members in JBoss master classes annually. Please refer to the JBoss Reseller/JBoss System Integrator Requirements table in this Program Guide for the specific annual requirement.

MANAGED SERVICE PROVIDER

Managed Service Provider status is a specialization available to Red Hat Partners who wish to manage Red Hat subscriptions on behalf of their customers. Enrollment as a Managed Service Provider requires an additional contract addendum to be executed between the Partner and Red Hat which is available upon request from your Red Hat Channel Account Manager.

Managed Service Provider Benefits:

- Expanded Red Hat portfolios
  Partners may expand their Red Hat-based portfolios with the ability to manage customers' Red Hat subscriptions.
- Additional route to market
  Provides a flexible approach to reselling Red Hat solutions, tailored to customer needs and business requirements.
- Partner service opportunities
  Partners may increase service contract opportunities and margins available on Red Hat solutions for end customers.

TERRITORY

The Territory for partners based in EMEA is defined as the country of the partner's primary address as submitted in the Company Profile. This Territory applies regardless of Partner's membership level for specializations. Partner may not sell outside of the Territory unless agreed to in writing signed by the Partner and Red Hat.

MEMBERSHIP PROCESS

Application Process

To enroll in the Red Hat Partner Program—Reseller Track, please visit the Partner Center www.partner.redhat.com to access the application. Complete the application profile and assent to the Red Hat Partner Agreement. If you prefer to sign a hard copy of the Agreement, you may print out the Agreement, sign it, and return it to Red Hat according to the instructions provided in the Partner Agreement. Upon acceptance into the Red Hat Partner Program, you will receive an Acceptance Notice containing information on your Program Track, membership level, and the Effective Date for your participation in the Partner Program. **This Acceptance Notice is very important so please do not delete it.** Once you have received the Acceptance Notice, you will be eligible to access program benefits and resources via the Red Hat Partner Center. If you fail to receive this notice within three (3) days after submitting your application, please contact your Red Hat Channel Account Manager for assistance.

Membership Renewal

Red Hat Partner Program membership is for a 1-year term. For Partners maintaining good standing within the Program, membership will automatically renew. Partners who have achieved the Advanced Partner membership level and/or specialization status will renew to the extent that the Partner has met the respective annual requirements.

Partner Program Changes

Red Hat reserves the right to alter the Red Hat Partner Program, including all tracks, membership levels, and specializations, in its sole discretion. Although Red Hat attempts to assure the accuracy of the information contained in this Program Guide, occasional corrections or updates may be required by Red Hat. Red Hat reserves the right to make such corrections or updates on an as-needed basis by posting such updates to the Partner Center. Partners agree that they are responsible for compliance with the terms of the Red Hat Partner Program Guide and the Partner Agreement.

RED HAT PARTNER HELPDESK

Contact the Red Hat Partner Helpdesk for questions regarding the Red Hat Partner Program, partner opportunities, or information on the Red Hat product portfolio:

Contact EMEA partner helpdesk:

Email: emea-partner-helpdesk@redhat.com

Telephone: +44 1252 362 851 [English, German, and French]
+44 1252 362 878 [English, Italian, Spanish]

List of discounted countries:

Algeria, Bahrain,Belarus, Benin, Bosnia and Herzegovina, Botswana, Bulgaria, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Congo, Cote d'Ivoire, Croatia, Cyprus, Czech, Republic, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Faroe Islands, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Hungary, Jordan, Kenya, Kuwait, Latvia, Lebanon, Lesotho, Lithuania, Macedonia, Madagascar, Malawi, Mali, Malta, Mauritius, Moldova, Republic of , Morocco, Mozambique, Namibia, Niger, Nigeria, Oman, Poland, Qatar, Romania, Rwanda, Saudi Arabia, Senegal, Serbia and Montenegro, Sierra Leone, Slovakia, Slovenia, Swaziland, Tanzania, United Republic of Togo, Tunisia, Turkey, Uganda, United Arab Emirates, Zaire, Zambia, Zimbabwe, Russia

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