

# RED HAT PARTNER PROGRAM GUIDE

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## EMEA

ACCELERATE YOUR SUCCESS



# THE RED HAT PARTNER PROGRAM

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**W**elcome 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 assist you in providing 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 base of the relationship between you, the marketplace experts, and Red Hat, the world's leading open source company. Red Hat views our Partners as playing an integral role in our go-to-market strategy and overall success. Our goal is to offer a Partner Program designed to help our Partners to develop successful open source practices and solutions.

The Red Hat Partner Program Guide is aiming to be 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 for each track and membership level
- Description of partnering requirements for each track and membership level
- Information regarding the application and enrollment processes

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# PARTNER PROGRAM OVERVIEW

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The Red Hat Partner Program is a multi-tiered partner model designed to offer you the resources that will help to grow your open source practices or developments. 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 Red Hat open source solutions grows to meet the increasing customer demand, the benefits you receive from Red Hat will also grow.

The Red Hat Partner Program provides you with the tools that help you 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 with the resources that help you grow.

Upon successful application and admittance to the Red Hat Partner Program, you will become a Red Hat Partner with access to an array of benefits via the Red Hat Partner Center. As a Red Hat Partner you will be able to receive marketing, sales and training benefits designed to assist you in building your own open source practices or application development on Red Hat's infrastructure and middleware products. Once you meet qualification requirements defined for your geographic region, you will be able to apply to ascend to higher membership levels. Upon approval by Red Hat of a higher membership level, your increased 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 Red Hat Advanced Reseller Partner, Middleware Specialist.

# PARTNER PROGRAM STRUCTURE

## PROGRAM TRACKS

Currently, the Red Hat Partner Program offers one Program Track - Reseller. Additional tracks may be added to the Partner Program in future phases.

### RESELLER TRACK

This track is meant for all partners who either resell or support sales of Red Hat solutions. Value added resellers, channel partners, consultants and system integrators who help take Red Hat solutions to market and provide business and technology services to customers. Typically, Resellers market and sell their services and expertise along with infrastructure or middleware solutions from Red Hat.

## THREE MEMBERSHIP LEVELS

The Red Hat Partner Program consists of three membership levels with specific benefits and tools corresponding to each level. The table below outlines the characteristics for each membership level.

PROGRAM TRACKS	RESELLER
READY LEVEL	The Ready level membership for Resellers 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, tools and access to software.
ADVANCED LEVEL	Reseller 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.
PREMIER LEVEL	The Premier level is for Reseller partners that have a strategic relationship with Red Hat, and that provide the highest contribution to Red Hat and the Red Hat partner ecosystem. Premier level Resellers have the highest level of visibility at Red Hat and in the marketplace.

## 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 help your recognition in the marketplace.

### Partner Specializations - Reseller Track, only Advanced and Premier level

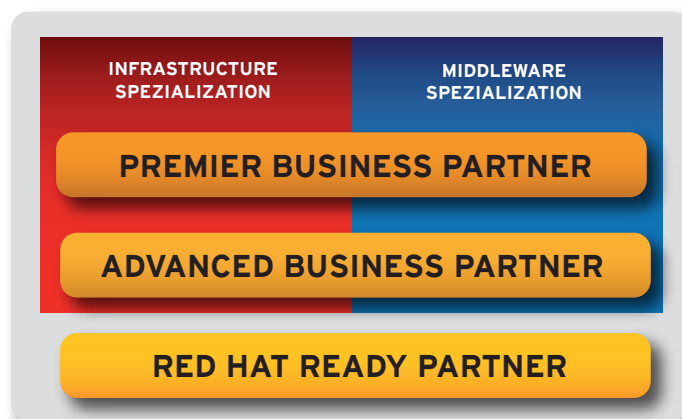
- **Infrastructure**

The Infrastructure Specialist status is a specific designation for Partners with proven expertise on Red Hat Infrastructure Solutions. As a Red Hat Infrastructure Specialist, you may access specific tools designed to assist you in achieving your infrastructure-focused goals. Although all Red Hat Resellers may sell the full portfolio of Red Hat's Infrastructure solutions, only qualified Infrastructure Specialists may identify themselves with a unique Red Hat Infrastructure Specialization logo.

- **Middleware**

The Middleware Specialist status is a specific designation for Partners with proven middleware solution expertise. As a 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 Red Hat Middleware Specialists may identify themselves with a specific Middleware Specialization logo.

As a Red Hat Reseller, you are invited to apply for one or more specializations once you meet the qualification criteria. 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 will receive access to marketing and training resources tailored to assist you in building open source success stories. As an Advanced Partner, your increased dedication to Red Hat and JBoss solutions will be supported 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.

## BENEFITS DETAILS

	READY	ADVANCED		PREMIER	
SPECIALIZATIONS	N/A	INFRASTRUCTURE	MIDDLEWARE	INFRASTRUCTURE	MIDDLEWARE
<b>GENERAL PARTNER PROGRAM BENEFITS</b>					
Welcome Pack	Yes	Yes	Yes	Yes	Yes
Red Hat Partner Center access	Yes	Yes	Yes	Yes	Yes
Product marketing collateral and campaigns	Yes	Yes	Yes	Yes	Yes
Partner e-newsletter	Yes	Yes	Yes	Yes	Yes
Partner Directory listing and search	(**Yes)	Yes	Yes	Yes	Yes
Success story highlights eligibility		Yes	Yes	Yes	Yes
<b>TRAINING BENEFITS</b>					
Sales and technical partner seminars	Yes	Yes	Yes	Yes	Yes
Web-based product training	Yes	Yes	Yes	Yes	Yes
Online Sales training	Yes	Yes	Yes	Yes	Yes
Technical training discount	Through distribution	Yes (25%)	Yes (25%)	Yes (30%)	Yes (30%)
JBoss Master class discount		n/a	50% per seat	n/a	2 free seats; 50% discount per additional seat

\*\* = only eligible if Ready Partner has 1 certified sales person (or certified engineer) and 1 annual customer reference

	READY	ADVANCED		PREMIER	
SPECIALIZATIONS	N/A	INFRASTRUCTURE	MIDDLEWARE	INFRASTRUCTURE	MIDDLEWARE
<b>SALES BENEFITS</b>					
Renewals annuity business	Yes	Yes	Yes	Yes	Yes
Access to Red Hat sales teams		Yes	Yes	Yes	Yes
Lead distribution*		Yes	Yes (preferred)	Yes	Yes (preferred)
Demand-generation campaign participation eligibility		Yes	Yes	Yes	Yes
Market development funds eligibility per annual business plan				Yes	Yes
Partner manager				Yes	Yes
Special Bid Request		Yes		Yes	Yes
Co-Engagement with Red Hat Consulting***		Yes	Yes	Yes	Yes (preferred)
<b>MARKETING</b>					
Demonstration Subscriptions - Not for resale	Yes	Yes	Yes	Yes	Yes
Campaign templates & guidelines	Yes	Yes	Yes	Yes	Yes
Partner program logo usage	Yes	Yes	Yes	Yes	Yes
Partner program logo with specialization mark		Yes	Yes	Yes	Yes
Partnership plaque		Yes	Yes	Yes	Yes
Partner program certificate	Yes	Yes	Yes	Yes	Yes
<b>TECHNICAL SUPPORT</b>					
Knowledgebase access	Yes	Yes	Yes	Yes	Yes
Discount on Red Hat Professional Services (10%)		Yes	Yes	Yes	Yes
JBoss Developer Support Professional			Yes		Yes
Technical pre-sales support (web-base)		Yes	Yes	Yes	Yes
Onsite Pre-sales Engagements	0	2	2	4	4

\* = based on lead distribution rules  
 \*\*\* = based on participation rules

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

## GENERAL RED HAT PARTNER PROGRAM BENEFITS

These benefits are designed to provide Partners with the resources to assist them in developing and maintaining 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 will receive access to online 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 will give 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 about how to 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 monthly 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 other factors.

- **Success story highlights eligibility**

Share your Red Hat and JBoss success stories with Red Hat. Submit success story proposals through Partner Center to Red Hat for consideration. Proposals selected by Red Hat will be developed into formal success stories which may be promoted by Red Hat and the Partner through various publicity vehicles. At the same time, submitting Customer References through Partner Center counts for the annual requirements for Advanced and Premier partners.

## RED HAT PARTNER PROGRAM RESELLER TRACK BENEFITS

### Training Benefits

Training benefits will provide you with multiple resources which will help you 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 and Premier 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 Advanced Partner Resellers enjoy a 25% discount; Red Hat Premier Partner Resellers a 30% discount.

### Sales Benefits

Sales 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 and Premier 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 or the Partner Helpdesk.
- **Lead distribution**  
Advanced and Premier Partners will be eligible to participate in lead distribution processes if they comply with the lead distribution rules defined by Red Hat. For more information, contact your Red Hat Channel Account Manager or the Partner Helpdesk.

- **Demand-generation campaigns**

Advanced and Premier Partners will be eligible to participate in Red Hat-developed demand-generation campaigns. For more information, contact your Red Hat Channel Account Manager or the Partner Helpdesk.

- **Market development funds eligibility per annual business plan**

As part of the annual business planning, Premier Partners will be able to request market development contributions for activities designed to drive brand awareness, lead generation, and sales opportunities of Red Hat and JBoss products. These activities must be aligned to Red Hat's goals per market, geography and industry. For more information, contact your Red Hat Channel Account Manager or the Partner Helpdesk.

- **Partner manager**

Premier Partners will have access to a Red Hat Partner Manager who acts as a point of contact 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**

Premier Partners may benefit from a "sell with" approach on large enterprise prospects and Red Hat enterprise accounts. Premier Partners will be, therefore, eligible to request special bid pricing from Red Hat via their Red Hat partner managers to help close large sales opportunities.

## Marketing Benefits

- **Campaign template guidelines**

You will be able to 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**

Partners will be able to use the Red Hat Reseller logo of their corresponding level of membership to market their open source expertise and Red Hat relationship in compliance with Red Hat policies. Logos are available via the Partner Center or by contacting your regional partner helpdesk.

- **Partner Program certificate**

Advanced Partners will be able to 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.

- **Partnership Plaque**

Advanced and Premier Resellers will receive a physical plaque to display their partnership and level and specialization with Red Hat.

## Technical Support Benefits

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

- **Demonstration Subscriptions - Not for Resale**

As a Reseller you will be 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.

- **Knowledgebase access**

You will have access to the Red Hat knowledge base through the Red Hat Partner Center to research answers to technical product questions.

- **Technical pre-sales support (web-based)**

Advanced Partners will be able to access Red Hat Global Support Services for pre-sales technical support assistance via web-based support with 48 hour SLA.

- **Red Hat Onsite Pre-Sales Engagements**

Eligibility: ABP: 2 Engagements (annual), Premier: 4 Engagements (annual)

Regional Availability: Continental Europe, UK and Ireland, except Eastern European countries. In Middle East, Africa and Eastern Europe, in countries where Red Hat does not have a local presence, this program benefit will be made available on reasonable effort.

As an Advanced or Premier Business Partner, you will have access to Red Hat EMEA's technical pre-sales team on a defined number of occasions. The support of the Red Hat technical pre-sales team will have to be requested via the Partner Helpdesk or your Channel Manager at least 20 days in advance. The scope of pre-sales support is especially valuable when it comes to expert know-how, above and beyond more general technical pre-sales activities (such as an average product overview presentation). The scope of this program benefit therefore includes the following high profile pre-sales scenarios, with a maximum duration of 2 days per engagement:

- Support with Proof-of-Concepts
- Assessment and scoping system architectures workshops
- Supporting your sales and pre-sales team in customer engagements on NEW Red Hat products (GA less than 6 months ago).
- Business Workshop - A detailed workshop about a specific Red Hat Solution
- Technical Workshop - Technical information and "Hands On" about Red Hat products

Assistance from Red Hat Pre-sales can be requested for either Infrastructure- or Middleware engagements. If the partner requires longer term onsite assistance from Red Hat in the pre-sales phase, services are available at a cost from Red Hat Global Professional Services.

# PARTNER PROGRAM RESELLER TRACK REQUIREMENTS

## OVERVIEW

Outlined in the Partner Program Reseller Track Benefits section of this Program Guide are the resources that Red Hat will make available 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 will make available 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.

	READY	ADVANCED		PREMIER	
SPECIALIZATIONS	N/A	INFRASTRUCTURE	MIDDLEWARE	INFRASTRUCTURE	MIDDLEWARE
Completion of Red Hat Partner Program application and profile	Yes	Yes	Yes	Yes	Yes
Acceptance of Red Hat Partner Program agreement	Yes	Yes	Yes	Yes	Yes
<b>RESELLER REQUIREMENTS</b>					
Annual Participation Fee	Free	980 € (490 €**)	3.200 €	980 € (490 €**)	3.200 €
Annual minimum revenue targets	0	Yes, if business plan	Yes, if business plan	Goal set in annual business plan	Goal set in annual business plan
Minimum number of trained sales people on staff	0 (1*)	2	2	4	4
Minimum number of JBoss technically-trained resources on staff		n/a	1 JBoss Administrator; 1 JBoss for Advanced J2EE Developer	n/a	2 JBoss Administrator; 2 JBoss for Advanced J2EE Developer
Minimum number of Red Hat Certified Engineers (RHCE) or Red Hat Certified Architects (RHCA) on staff	0 (1*)	2	n/a	4	n/a
Annual 12-month business plan Forecast		Optional	Optional	Annual Quarterly	Annual Quarterly
Active Participation in focused Marketing Programs				Yes	Yes
Minimum number of attendees annually at JBoss master classes		n/a	2	n/a	2
Minimum number of customer success story submissions annually	0 (1*)	1	1	4	2

\* = Ready partners with a certified sales person (or 1 certified engineer) and 1 annual customer reference are eligible for an entry in the partner catalog

\*\* = 490 € only in discounted countries

A full list of discounted countries can be found at the end of this document.

## REQUIREMENTS DETAILS

The following is a brief description of each requirement applicable to 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 will be required to complete the Red Hat Partner Program application and company profile as outlined online via the Partner Center at [www.partner.redhat.com](http://www.partner.redhat.com).

- **Red Hat Partner Agreement**

As part of the Red Hat Partner Program enrollment process, you will be required to assent to the terms of the Red Hat Partner Agreement, available online via the Partner Center at [www.partner.redhat.com](http://www.partner.redhat.com).

Partners must maintain compliance with the Partner Agreement throughout their partner relationship with Red Hat.

### Partner Program Reseller Track Requirements

In order to qualify for the Advanced Partner membership level, you will have to (I) meet the following minimum requirements, (II) submit an application to be promoted to Advanced status, (III) meet the objective criteria set forth in the application material and (IV) maintain your status as a Partner in good standing annually, including the compliance with said objective criteria. Partners failing to maintain good standing and/or objective criteria compliance as an Advanced Partner may automatically lose the benefits of the Advanced Partner membership.

The following provides for an outline of the requested objective criteria.

- **Minimum Annual Revenue Targets**

Red Hat Premier Partners must commit to meeting annual minimum revenue targets inclusive of the entire Red Hat product portfolio. The revenue targets will be set during the business planning.

- **Technical Staff Certifications and Trained Sales People**

Red Hat Advanced and Premier Partners in the Infrastructure Specialization 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. Advanced and Premier Partners in the Middleware Specialization are required to complete JBoss-specific training tracks. 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 Sales Person training via Red Hat Sales College, or have collected 20 sales certification points annually, through e.g. Red Hat EMEA Sales Classroom Seminars, Red Hat EMEA Sales Webinars, Red Hat EMEA JBoss Master Class, or attendance of the EMEA Partner Summit.

- **Annual 12-month Business Plan and Forecast**

Developed in coordination with Red Hat Channel Account Managers, Red Hat Premier Partners create an annual strategic plan focusing on how Red Hat solutions can help partners achieve their corporate goals. Additionally, Red Hat Premier 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**

Premier 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, Premier 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 and Premier Partners and their open source expertise in the marketplace, Red Hat requests Advanced and Premier Partners to submit customer references through partner center. Red Hat will review the proposals for approval against the annual program requirements. In its sole discretion, but with approval from both the partner and the customer, Red Hat will screen submitted customer references that qualify for development 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.

- **Master Class Participation**

Red Hat Advanced and Premier Resellers with a Middleware Specialization 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.

- **Participation Fee**

The annual participation fee (program fee) applies for Advanced and Premier Partners. The actual fee depends on the participation in a Specialization. See "Requirements Table" for details.

## **HOW TO APPLY FOR A SPECIALIZATION**

Every Reseller Partner interested in becoming an Advanced or Premier level Partner must participate in at least one specialization. In order to receive the accreditation for a Specialization, you must apply for the designation by submitting a partnership upgrade request through Partner Center. Red Hat will check if the program requirements for this specialization and membership level are met. Additionally, the Partner must remit the applicable program fee. Qualified partners will receive the initial designation of Red Hat Advanced Reseller - Middleware Specialization, or Red Hat Advanced Reseller - Infrastructure Specialization

## TERRITORY

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The Territory for Partners based in EMEA is defined as the country where the Partner maintains its primary place of business, as communicated in the Company Profile. This Territory applies regardless of Partner's membership level for specializations.

## MEMBERSHIP PROCESS

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### APPLICATION PROCESS

To enroll in the Red Hat Partner Program, please visit the Partner Center at [www.partner.redhat.com](http://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. Note that partners in some countries are required to return a signed copy of the partner agreement. This is due to requirements in local legislation regarding the enforceability of online agreements. The countries for which a "wet signature" is required are specified in the partner agreement.

### MEMBERSHIP RENEWAL

Red Hat Partner Program membership is for a 1-year term. For Partners maintaining good standing within the Program and compliance with objective criteria, membership will automatically renew. Partners who have achieved the Advanced or Premier Partner membership level will renew to their current membership level if they have met the respective annual requirements for that level. Advanced and Premier Partners who are not meeting the requirements for their level of membership upon the annual membership renewal may be assigned a lower level of membership.

### PARTNER PROGRAM CHANGES

Red Hat reserves the right to modify 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

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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](mailto: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:

Albania, Algeria, Angola, Azerbaijan, Bahrain, Belarus, Benin, Bosnia and Herzegovina, Botswana, Bulgaria, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Cote d'Ivoire, Croatia, Cyprus, Czech Republic, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Faroe Islands, Gabon, Gambia, Georgia, Ghana, Greece, Guinea, Guinea-Bissau, Hungary, Israel, 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, South Africa, Swaziland, Tanzania, United Republic of Togo, Tunisia, Turkey, Uganda, Ukraine, United Arab Emirates, Yemen, Democratic Republic of Congo (Zaire), Zambia, Zimbabwe, Russia