



Global Systems Integrator Partner Program Guide

September 2019

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DISCLAIMER

This Red Hat Global Systems Integrator partner program guide (the “guide”) provides an overview of the Global Systems Integrator partner program. The terms that govern the Global Systems Integrator partner program are contained in the Red Hat Partner Agreement and Global Systems Integrator partner program appendix (the “agreement”) entered into between Red Hat and each partner participating in the Global Systems Integrator (“GSI”) partner program. All terms not otherwise defined herein shall have the meaning set forth in the agreement. To the extent that this guide has been translated into any language besides English, the English version of the guide will prevail over any inconsistencies with a non-English version of the guide.

PROGRAM GUIDE CHANGES

Red Hat may require occasional corrections or updates to the guide and reserves the right to make such corrections or updates from time to time and to post such updates to the Red Hat Connect for Business Partners portal.

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INTRODUCTION

Welcome to the Red Hat Global Systems Integrator partner program. As market demand for enterprise 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 datacenter infrastructure, cloud, big data, or middleware, you will find opportunities to sell Red Hat technology-based services and solutions as you build successful practices.

The Red Hat GSI Partner Program is the foundation for the relationship between you, the marketplace experts, and Red Hat, the world's leading open source company. Our partners play an integral role in our go-to-market strategy and overall success. This program is designed to help you develop successful enterprise open source practices and solutions.

GLOBAL SYSTEMS INTEGRATOR PARTNER PROGRAM OVERVIEW

Systems integrators specialize in combining component subsystems into a whole and ensuring that those subsystems function together, a practice known as systems integration. Red Hat's Global Systems Integrator (GSI) partner program is designed for partners who demonstrate leadership, unique capabilities and commercial relationships with global enterprise customers. The program can accommodate those partners who also provide managed services, cloud services and consulting.

Candidates for membership in the Red Hat GSI partner program must have:

- minimum annual revenue of \$2,000,000,000 USD or equivalent in foreign currency
- multinational presence on at least 2 continents
- classic systems integrator business profile, as described above

The Red Hat GSI partner program is a multi-tiered partner model with three partnership levels. Each level offers access to a variety of benefits that help develop your expertise and increase your capability to sell and deliver Red Hat

technologies. As your commitment to and knowledge of Red Hat technologies grow, the benefits you receive from Red Hat will also grow.

Upon admittance to the Red Hat GSI partner program, you will gain access to an array of benefits via the Red Hat Connect for Business Partners portal. As a Red Hat Partner, you are eligible to receive benefits designed to assist you.

GLOBAL SYSTEMS INTEGRATOR PARTNER PROGRAM STRUCTURE

The Red Hat Global Systems Integrator partner program offers a flexible structure designed to accommodate our partners' individual business models and is composed of three partnership levels:

Ready Partner

The Ready Partner level enables you to grow your Red Hat enterprise open source practice while building Red Hat Datacenter Infrastructure, Middleware Solutions, and Cloud Infrastructure competencies. The Ready partnership is the entry membership level and offers partners access to a variety of resources, marketing collateral, tools, and benefits.

Advanced Business Partner

The Advanced Business Partner level provides an increasing set of benefits for building Red Hat business plans focusing on growing both renewals and identifying and closing new opportunities. Advanced partners enjoy enhanced benefits, plus access to additional resources designed to help them build enterprise open source practices and increase revenue.

Premier Business Partner

The Premier Business Partner level is for partners who have a strategic relationship with Red Hat. These partners are heavily invested in driving new opportunities and contribute the most to Red Hat's partner ecosystem. They receive the highest level of visibility at Red Hat.

GLOBAL SYSTEMS INTEGRATOR PARTNER PROGRAM BENEFITS

The Red Hat Global Systems Integrator partner program offers benefits designed to assist you in developing enterprise open source practices around Red Hat Infrastructure and Middleware solutions. As a Ready Partner, you will receive access to marketing and training resources. The Advanced Business Partner's increased commitment to Red Hat is rewarded with enhanced benefits. And because of their focus and dedication, Premier Business Partners have access to the highest level of benefits available. See Appendix 1 for benefit descriptions.

	Ready	Advanced	Premier
Economic Benefits			
Renewals annuity business	Yes	Yes	Yes
Discounts on Red Hat Training + Certification	No	Yes (25%)	Yes (30%)
Discounts on Red Hat Consulting Services	No	Yes (5%)	Yes (10%)
Relationship Benefits			
Participation in partner conferences and events	Yes	Yes	Yes
Assigned Red Hat Alliance Manager	No	Yes	Yes
Sales Benefits			
Web listing, Partner locator	Yes	Yes	Yes
Access to sales training	Yes	Yes	Yes
Red Hat Connect for Business Partners portal access	Yes	Yes	Yes
Product roadmap updates	No	Yes	Yes
Demo or trial subscriptions (not for resale)	Yes	Yes	Yes

Teaming agreement	Yes	Yes	Yes
Deal registration program eligibility (excludes EMEA)	Yes	Yes	Yes
Opportunity Reward Program eligibility (EMEA only, excludes Hungary)	Yes	Yes	Yes

Pre-sales Benefits

Requirements analysis, high level architecture and solution design	Yes	Yes	Yes
Proof of concept	Fee Based	Upon Approval	Upon Approval
Demo support	No	Yes	Yes
Professional Services support	Fee Based	Discounted (5%)	Discounted (10%)
RFP or RFI support	Upon Approval	Yes	Yes

Marketing Benefits

Program logo usage	Yes	Yes	Yes
Success stories published by Red Hat	Yes	Yes	Yes
Access to case studies, white papers, and product literature	Yes	Yes	Yes
Customizable campaign materials	No	Yes	Yes
Joint marketing activity planning	No	As agreed	Yes
Dedicated marketing contact	No	As agreed	As agreed
Co-marketing eligibility (events, webinars, and more)	No	Yes	Yes
Joint press announcement	Red Hat supported quote	Red Hat supported quote or press blog	Joint press release or press blog

Technical Benefits

Knowledgebase access	Yes	Yes	Yes
Sales engineer training, tools, and corresponding accreditations across the Red Hat portfolio	Yes	Yes	Yes
Delivery training, tools, and corresponding accreditations across the Red Hat portfolio	Yes	Yes	Yes
Technical library	Yes	Yes	Yes
Partner demo system	No	Yes	Yes
JBoss Developer subscriptions, SI version*	Discounted	Yes - No charge	Yes - No charge

* See Appendix 3 for subscription terms and conditions

ACCREDITATION

Red Hat partner accreditation is earned when individuals at your company take a prescribed combination of training courses. Partner accreditation provides your company with a method to validate your capabilities in a globally recognized program. Your customers can review your accreditations and be confident that you have the skills and capabilities needed to implement the proposed solution.

Designed for individual employees, role-based accreditations are a subset of partner-level accreditations. There are three accredited roles: sales specialist, sales engineer specialist, and delivery specialist. You need to complete all of the courses in a role-based curriculum track to earn recognition as an accredited Red Hat Partner Specialist.

- **Red Hat Sales Specialist:** Includes value pitch, sales qualification, competitive positioning, objection handling, and pricing.
- **Red Hat Sales Engineer:** Includes technical sales, technical qualification, competitive positioning, objection handling, pricing, how-to demonstration, and product knowledge.
- **Red Hat Delivery Specialist:** Includes product installation, application development, proof-of concept delivery, and solution architecture.

GLOBAL SYSTEMS INTEGRATOR PARTNER PROGRAM REQUIREMENTS

All partners participating in the Red Hat GSI partner program must comply at all times with the set of requirements defined for each level of the program. See Appendix 2 for program requirement definitions.

Requirement	Ready	Advanced	Premier
Acceptance of Red Hat partner program agreement	Yes	Yes	Yes
Acceptance of Red Hat GSI partner program Appendix	Not applicable	Yes	Yes
Portfolio adoption (offering Red Hat products as part of available assets)	Yes	Yes	Yes
Center of Excellence, supported by partner's accredited Red Hat sales engineer or delivery technical staff	No	1	2
Minimum number of Red Hat accredited technical staff (unique individuals)	10	20	50
Customer success story submissions	Recommended	1 per year	2 per year
Approved 12-month business plan	None	Yes	Yes
Minimum annual company revenue and global points of service	\$2,000,000,000 USD revenue (or equivalent foreign currency)	\$2,000,000,000 USD revenue (or equivalent foreign currency), 2 continents	\$2,000,000,000 USD revenue (or equivalent foreign currency), 3+ continents

Requirement	Ready	Advanced	Premier
New software solutions developed using Red Hat technologies	No	Per business plan	Per business plan
Designated alliance manager and specified points of contact in each geographic region	No	Yes	Yes

MEMBERSHIP

For more information, or to start the process of joining the Red Hat Global Systems Integrator partner program, please contact your Red Hat representative or regional Red Hat Partner Help Desk.

RED HAT PARTNER HELP DESK

Contact the Red Hat Partner Help Desk for questions regarding the Red Hat GSI partner program, partner opportunities, or information on the Red Hat product portfolio.

Asia Pacific Partner Help Desk:

Email: apac-partner-helpdesk@redhat.com

Telephone: +65 6490 4200

Europe, Middle East, and Africa Partner Help Desk:

Email: emea-partner-team@redhat.com or emea-partner-helpdesk@redhat.com

Telephone: 00800 7334 2835

Latin America Partner Help Desk:

Email: latam-partner-helpdesk@redhat.com

Telephone: +54 11 4329 7300

North America Partner Help Desk:

Email: na-partner-helpdesk@redhat.com

Telephone: 888-REDHAT1

APPENDIX 1: BENEFIT DESCRIPTIONS

ECONOMIC BENEFITS

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 and develop an annuity revenue stream.

Discounts on Red Hat Training + Certification

Red Hat Training + Certification offers a global discount for Advanced and Premier business partners to help them adopt the technical skills needed to advance their Red Hat business. Advanced business partners are eligible for a 25% discount. Premier business partners are eligible for a 30% discount. Partners must purchase the training directly from Red Hat to qualify. The training discounts cannot be combined with any other training discounts or promotional offers.

The global training discounts apply to all products and services offered from Red Hat Training + Certification, with the exception of Training Units and on-site / private classes. For a list of offerings, refer to

<https://www.redhat.com/en/services/training/ways-to-train>. While purchases of Training Units and on-site / private classes are not covered by the global discount, partners may still receive significant discounts (Advanced - 10%, Premier - 20%) on these offerings by working with their local Red Hat Training + Certification representatives at <https://www.redhat.com/en/services/training/global-contacts>.

To leverage the global discounts, eligible partners should contact their local Red Hat Training + Certification representatives. Discounts must be requested at time of purchase to apply. The global discounts are for sell-to only purposes, for partners to train and certify their own employees.

It is important to note that Red Hat offers two distinct and complementary options for technical training that partners can leverage to increase skills and knowledge on Red Hat technologies. The Red Hat Online Partner Enablement Network (OPEN) is available specifically for partners and provides role-based training on how to sell and

deliver Red Hat products and solutions. Red Hat Training + Certification is the customer-facing training organization of Red Hat that equips IT professionals with hands-on training and performance-based certifications needed to achieve business impact with Red Hat technology. Since OPEN is already available to all partners as a membership benefit, this global discount only applies to additional training which may be consumed from Red Hat Training + Certification.

Discounts on Red Hat Consulting services

In certain sales situations, Red Hat and partner may agree to engage Red Hat Consulting with specific opportunities and the partner may earn discounts on that consulting engagement. This allows partners to sell Red Hat Consulting services to increase the deal size, add more value, and compliment the partner services.

RELATIONSHIP BENEFITS

Participation in conferences and events

Red Hat regularly sponsors a variety of industry events and conferences to promote brand awareness and acquire new customers. As part of your membership, you will be provided with the opportunity to participate in roles ranging from presenting Red Hat solutions, to hosting open source discussions, to demonstrating your specific services that compliment Red Hat offerings.

Assigned Red Hat alliance manager

Advanced and Premier Business Partners will have access to a Red Hat alliance manager who acts as a point of contact within Red Hat, conducts business planning with the partner, and assists the partner to help them make the most of the Red Hat Partner program.

SALES BENEFITS

Web listing and partner locator

Gain exposure through visibility in the redhat.com partner search function. Potential customers looking to engage Red Hat partners may search based on geography or other factors. Premier Partners will enjoy enhanced positioning in partner searches.

Access to sales training

Access detailed Red Hat product training through Red Hat Online Partner Enablement Network (OPEN) at <http://partnercenter.force.com/s/Training>. This series of online training modules was developed for three specific roles: sales (available to all partners), and sales engineer and delivery (available to Advanced and Premier Business Partners). Red Hat OPEN offers accreditation on Red Hat technologies.

Access to Red Hat Connect for Business Partners portal

Red Hat Connect for Business Partners is an online content repository and partnership management tool. In the Red Hat Connect for Business Partners portal at <https://partnercenter.force.com/s/Homepage>, you will find an array of program, product, marketing, and sales resources for the Red Hat partner community. The portal serves as your primary source of information regarding Red Hat, our product offerings, and our marketing campaigns. The portal is also where you administer your partner relationship with Red Hat.

Product roadmap updates

Partners at the Advanced and Premier levels will have the opportunity to participate in Red Hat product roadmap webinars given periodically throughout the year.

Demo and trial subscriptions (not for resale)

Self-support NFR subscriptions are available to all Ready partners. As Premier and Advanced Partners, you will be granted access to supported not-for-resale (NFR) demonstration subscriptions for the purposes of training, testing, and demonstrating Red Hat solutions to potential customers. Not-for-resale demonstration subscriptions are provided to you as a benefit of the Red Hat Partner Program, and are not for use in either internal or external production environments, or for resale to any other party.

Deal Registration Program Eligibility (except EMEA)

Red Hat's Deal Registration Program allows partners to accrue additional benefits when they identify net new Red Hat business opportunities and engage in value-added pre-sales activity that leads to a Red Hat sale. Red Hat partner sales management will work to ensure that each business opportunity meets Red Hat's criteria.

Opportunity Reward Program Eligibility (EMEA only, except Hungary)

Red Hat's Opportunity Reward Program is designed to provide approved Ready, Advanced and Premier Global System Integrators Partners with the ability to **accrue additional benefits** when a Partner identifies “**NEW**” Red Hat business opportunities and engages in value added Pre-Sales activities.

Teaming Agreement

Red Hat's Teaming Agreement documents the agreement between the partner and Red Hat to jointly pursue a specific opportunity, specifying each company's role and responsibilities.

PRE-SALES BENEFITS

Requirements analysis, high level architecture, and solution design

Red Hat Pre-sales Solution Architects will provide assistance with requirements analysis, high level architecture and solution design in support of prospective client engagements.

Proof of concept (PoC), demo support

Red Hat will provide technical expertise to support pilots, demonstrations, proof of concepts, evaluations, and benchmarks.

Professional services assistance

Advanced and Premier partners are eligible for a certain discount for Professional Services Assistance while Ready Partners need to pay a fee. Please refer to the GSI Partner Program Pre-sales Requirements table for details on the discounts.

RFP or RFI support

Red Hat pre-sales teams will offer assistance with Request for Proposal (RFP) or Request for Information responses.

MARKETING BENEFITS

Program logo usage

Partners will be able to use the Red Hat logo for their corresponding level of partnership to market their open source expertise and Red Hat relationship, in compliance with Red Hat policies and agreements. Logos are available via the Red Hat Connect for Business Partners portal or from your regional partner help desk.

Featured partner success story highlights

Share your Red Hat success stories. Submit success story proposals through the Red Hat Connect for Business Partners portal 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 the portal counts toward the annual requirements for Advanced and Premier Partners.

Case studies, whitepapers, and product literature

Extensive collateral will be made available to partners via the Red Hat external website and the Red Hat Connect for Business Partners portal.

Customizable campaign materials

Eligible partners are able to access customizable product and marketing collateral and templates that can help develop presentations and campaigns focused on Red Hat solutions.

Marketing plan assistance and resources

Partners have access to resources, including a framework with which to develop go-to-market programs and marketing initiatives that will increase our mutual business and provide measurable results.

Dedicated marketing contact

Advanced and Premier Partners may have access to a channel marketing specialist who can assist with developing demand-generation campaigns, events, programs, and marketing initiatives to support the partner's unique business objectives as available.

Co-marketing activity

The following co-marketing activities are eligible for MDF:

- Demand generation activities
- Training, webinar, and enablement activities
- Technical development projects
- Building a lab or demo center with Red Hat demo capabilities
- Joint customer visits
- Hosting and sponsoring customer events
- Proof of concept
- Other activity-based initiatives as agreed with Senior Marketing and Partner Sales

Joint press announcement

Red Hat will participate in press activity with partners of all levels who want to announce their relationship with Red Hat, joint initiatives and/or customer wins. For partners of all levels, Red Hat will provide an executive quote for partner press releases. For Advanced and Premier partners, Red Hat may also publish a press blog entry and/or joint press announcement.

TECHNICAL BENEFITS

Knowledgebase access

You will have access to the Red Hat technical library through the Red Hat Connect for Business Partners portal to research answers to technical product questions.

Sales engineer and delivery training and tools

Red Hat offers a wide variety of online free of charge training courses through its Online Partner Enablement Network (OPEN), available through the Red Hat Connect for Business Partners portal.

- OPEN Sales track - Detailed Red Hat product training for partner salespeople. This series of computer-based training modules provides an understanding of the Red Hat portfolio, competitive positioning of Red Hat products, and advice on overcoming objections in the sales cycle.

- **OPEN Sales Engineer track** - Detailed Red Hat product training for partner pre-salespeople. This series of computer-based training modules provides an understanding of the Red Hat portfolio, competitive positioning of Red Hat products, technical sales and qualification, objection handling, how-to demo.
- **OPEN Technical tracks** - Self-paced e-learning and e-labs designed for sales engineers, solution architects and consultants. The Sales Engineer technical pre-sales tracks cover competitive positioning, objection handling and demo competency, delving deeply into Red Hat product architecture. The Delivery tracks provide product implementation and usage methodologies for developers and consultants.

Technical library

Through OPEN, partners can access the Red Hat partner technical library. This library is a repository of technical documents ranging from reference architectures to white papers to videos, all tagged and available to support the technical learner with additional content and sales tools.

Partner demo system

This demonstration system requires registration and is only available to Advanced and Premier Partners. The demonstration system is lab environment where the partner can access live environments using our various product offerings where they can practice and demonstrate Red Hat solutions within a non-production environment.

JBoss Developer subscriptions, SI version

JBoss Partner Developer Subscriptions are designed for partner developers who are deploying application(s) on Red Hat JBoss Middleware. Developer subscriptions include support for JBoss Enterprise Products and Red Hat Enterprise Linux. The subscriptions include 5 named support contacts, a forty-eight hour service level agreement (SLA) during standard business hours, unlimited incidents, and up to 1,000 development entitlements. The software entitlements can be used for development purposes only outlined in the requisite Red Hat subscription agreement. See Appendix 3.

Where a JBoss Middleware Partner Developer Support Subscription provides JBoss software and associated technical support for application development using JBoss products, Not-for-resale (NFR) demonstration subscriptions to Red Hat products are intended for purposes of training, testing, and demonstrating to potential customers.

APPENDIX 2: PROGRAM REQUIREMENT DEFINITIONS

Acceptance of Red Hat Partner Program agreement

As part of the Red Hat Partner Program enrollment process, partners will be required to agree to the terms of the Red Hat Partner agreement. Partners must maintain compliance with the partner agreement throughout their partner relationship with Red Hat.

Acceptance of Red Hat Global Systems Integrator Partner Program Appendix

This Partner Agreement appendix defines any unique terms between the global systems integrator partner and Red Hat. Terms such as territory, staffing, fulfillment, MDF, marketing and sales targets, are typically included in the Global Systems Integrator Partner Program Agreement Appendix.

Portfolio Adoption

Portfolio adoption includes offering one or more Red Hat products or service offerings in the partner's list of available assets or practices. The following components may be leveraged to build Red Hat technology based solutions:

- Full (not for resale) software package with plenty of subscription entitlements
- Access to reference architecture for many solution scenarios
- Sales and technical enablement through Red Hat OPEN
- Knowledgebase access
- Developer subscription
- Requirements analysis and high level architecture/solution design
- Advanced technical training in multiple delivery formats from Red Hat Global Learning Services at special discounted pricing
- Red Hat certification credential at special discounted price
- Solution catalog entry

Centers of Excellence

A Center of Excellence is a physical or online facility for showcasing a partner's Red Hat-powered solutions, and is supported by Red Hat-accredited technical staff. Advanced and Premier partners are required to host Red Hat Centers of Excellence to demonstrate their depth of commitment to the technology and partnership. Red Hat supplies the necessary software, support and training to help partners launch

their Centers of Excellence. The following components may be leveraged to build a Center of Excellence:

- Full (not for resale) software package with plenty of subscription entitlements
- Access to reference architecture for many solution scenarios
- Access to the Red Hat Partner Demo System
- Technical enablement through Red Hat OPEN
- Knowledgebase access
- Developer subscription
- Proof of Concept support (fee based)

Minimum number of Red Hat Accredited Technical Specialists

Through a variety of training resources, Red Hat helps partners obtain important accreditations. Red Hat requires these staffing levels to ensure that partners are empowered to reach the partnership sales goals. Accreditations can be any mix across Platform, Middleware or Cloud specializations.

Customer success story submissions

Advanced and Premier GSI partners are expected to submit customer case studies each year, to help Red Hat promote the relationship and the partner's unique or specialized capabilities. Partners should work with their alliance manager to create and submit case studies.

Approved 12-month business plan

Plans are jointly developed with Red Hat GSI partner managers, and include mutually agreed-upon sales and marketing goals and desired business outcomes for each geographic region, as well as business and technical resources to be committed.

Minimum annual company revenue and global points of service

Red Hat assigns minimum revenue and service-point targets to each level of partnership. See Program Requirements table for details.

New software solutions developed using Red Hat Technologies

Advanced and Premier partners will identify with their Red Hat GSI Partner Managers new solutions to be built and delivered using Red Hat technologies and/or service offerings.

Designated Alliance Manager at partner

Each Advanced and Premier partner must designate an alliance manager to be the key focal point in building and managing business plans with their Red Hat GSI Partner Manager counterpart, and offer specified points of contact in each geographic region (North America, EMEA, APAC, Latin America).

APPENDIX 3: JBOSS PARTNER DEVELOPER SUPPORT FOR GLOBAL SYSTEMS INTEGRATORS

1. Services

1.1 Use of the Services.

Services provided under this Agreement may be used only for the benefit of the Partner and its End Users and only for Integrated Products. Any unauthorized use of the Services, including but not limited to Red Hat Portals will be deemed to be a material breach of this Agreement and will entitle Red Hat and/or Vendor to suspend the Services or terminate the Agreement.

1.2 Use Cases.

Subscription Services are provided for Software only when used for its supported purpose (“Use Case”). The Use Case determines which Subscription is required and what fees are charged. If you use or deploy the Software in a manner contrary to a supported Use Case, you are responsible for purchasing the appropriate Subscription(s) to cover such usage. For example, if you are using a Red Hat JBoss Partner Developer Support for GSIs to support a production installation of a JBoss Enterprise Application Platform without an active, paid Subscription, you are obligated to purchase a Red Hat JBoss Enterprise Application Platform Software Subscription for such production use.

1.3 Supported Use Cases.

The following Use Cases are supported with the JBoss Partner Developer Support for GSIs: (a) Internal training or knowledge sharing; (b) In support of partner’s customers holding active JBoss subscriptions; (c) Development, testing, and QA of SI or ISV Solutions that may result in an eventual JBoss subscription purchase; and (d) Demonstration or proof of Concept use.

1.3 Non Supported Use Cases.

The following is a non-exhaustive list of Use Cases that are not supported with the JBoss Partner Developer Support for GSIs: (a) Any paid consulting engagement or commercial training that is not intended to promote an eventual JBoss subscription purchase; (b) Staging, production use, or backups of completed deployments unless

these are paid JBoss Enterprise subscription deployments; (c) For development, testing, support, or promotion of any project or solution that includes any jboss.org projects or deployments; and (d) Support for production deployments for which no JBoss Enterprise subscriptions have been purchased.

2. Developer Support Subscriptions

For each Developer Support Subscription that you purchase, during the term of the subscription Red Hat provides you with (a) access to the supported versions of the Software and Updates through a Red Hat Portal; and (b) access to a Red Hat technical support representative who will provide: (i) installation, usage and configuration support, diagnosis of issues, and bug fixes for the applicable Software, but only for issues related to your use of the Software for Development Purposes, (ii) support of Integrated Products with active, paid Embedded Subscriptions and (iii) advice concerning application architecture, application design, industry practices, tuning and application porting. "Development Purposes" means using the Software for the specific purpose of building software or hardware that runs with or on the Software. Use of Developer Support Subscriptions for support in production is not a supported use case. If you use any of the Subscription Services associated with Red Hat Developer Support in a production environment, you agree to purchase the applicable number of Units of the relevant Software Subscription with production support. Developer Support Subscriptions do not include support for (a) modified software packages, (b) wholesale application debugging, (c) for software included in the Red Hat Extras repository, supplementary RHN channels or preview technologies, nor (d) JBoss software not under an active, paid Embedded Subscription, including but not limited to software obtained from jboss.org or other community sites. If Red Hat determines that any of the Developer Support Subscription Services or Software provided hereunder are being used to support software obtained from jboss.org or other community sites, Red Hat may immediately suspend performance and/or terminate the Agreement and any Program, and reserves its rights to exercise any and all legal and equitable remedies available to it under this Agreement or otherwise.

2.1 Red Hat Developer Support Subscription Level Guidelines.

Red Hat will use commercially reasonable efforts to provide Developer Support in accordance with the guidelines set forth in Table 2.1. Red Hat's technical support

telephone numbers and Standard Business Hours are listed at <https://access.redhat.com/support/contact/technicalSupport.html>. For Developer Support Subscriptions, you may contact Red Hat through your designated Developer Support Contact(s). You will receive the number of Developer Support Contact(s) set forth in Table 2.1 below and may purchase additional Developer Support Contacts. Red Hat will provide Developer Support to you solely by communicating during the Hours of Coverage with the individual Developer Support Contract(s) you appoint. Developer Support Subscriptions are intended for development purposes only. If Partner uses any of the Subscription Services associated with these subscriptions in a production environment and Partner agrees to purchase the applicable number of Units of the relevant Software Subscription with Production Support.

Table 2.1

JBoss Partner Developer Support	
Supported Software	Red Hat JBoss Middleware Portfolio, Open JDK and Red Hat Enterprise Linux*
Hours of Coverage	Standard Business Hours
Support Channel	Web and Phone
Number of Support Requests	Unlimited
Partner Contact	5 Contacts
Number of Developers with Access to Software Maintenance	1,000 Developers
Response Guidelines	2 Business Days for All Issues

*Developer Support for Red Hat Enterprise Linux in the JBoss Partner Developer Support offering is limited to the installation and use of the JBoss Supported Software on Red Hat Enterprise Linux.