



Red Hat ISV Program Guide

Accelerate Your Success!



WELCOME TO THE ISV PARTNER PROGRAM

RED HAT PARTNER PROGRAM – ISV PARTNER TRACK

Welcome to the Red Hat Partner Program – ISV Partner Track. Red Hat looks forward to working together to deliver superior solutions to our joint customers. No matter what your market focus, you will find opportunities to work with the rich suite of technology solutions from Red Hat.

The Red Hat Partner Program is the foundation of the relationship between you, as 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 technology development, go-to-market strategy, and overall success.

The Red Hat Partner Program provides all Red Hat partners who have enrolled through the Red Hat Partner Center access to a variety of benefits designed to assist Partners accelerate their success through their knowledge and use of Red Hat and JBoss technologies.

The Red Hat ISV Partner Track is a fully integrated component of the Red Hat Partner Program and is designed to provide tailored benefits for Independent Software Vendors (ISVs) who are building and commercializing a software application that runs on or with Red Hat or JBoss technologies..

This Program Guide gives you an overview of the Red Hat Partner Program, as well as the ISV Partner Track, including program's benefits, requirements, and details regarding the enrollment process.

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RED HAT PARTNER PROGRAM

PROGRAM OVERVIEW

The Red Hat Partner Program is a multi-tiered, multi-track partner program designed to support solution providers and independent software vendors (ISVs) who resell and certify their solutions on Red Hat and/or JBoss software platforms. The Red Hat Partner Program offers resources to assist solution providers to grow their open source practice and for ISVs to support and certify their applications. As Partners begin their relationships with Red Hat, Partners will have access to a variety of baseline benefits available to assist the development of expertise around Red Hat and JBoss technologies. An entry level Partner is referred to as a “Red Hat Ready Partner.” As Partners' commitment to Red Hat open source solutions grows to meet the increasing customer demand, the benefits Partners receive from Red Hat will also grow.

Upon successful application and admittance to the Red Hat Partner Program, the Red Hat Ready Partner will have access to an array of benefits via the Red Hat Partner Center. From there, you may apply to participate in one or more specialized Partner Tracks based on the Partner's business objectives and needs. Each Partner Track comes with tailored benefits, these benefits may include software subscriptions, marketing collateral, and sales resources. As a Red Hat Partner you may also apply for unique skill specialization designations.

RED HAT PARTNER PROGRAM STRUCTURE

Program Tracks

The Red Hat Partner Program currently offers two Program Tracks – (1) Solution Provider (Reseller) and (2) ISV (Independent Software Vendor) Track.

Solution Provider (Reseller) Track

The Solution Provider (Reseller) Track supports value-added resellers, channel partners, and consultants who market Red Hat and JBoss solutions by offering business and technology services and expertise that complement these Red Hat technologies.

Independent Software Vendors (ISV)

IA primary purpose of the ISV Track is to enable both Red Hat and ISV to be more successful in commercializing its technology solutions. Red Hat provides a bundle of benefits to ISVs participating in this program to facilitate ISV's enhanced success in marketing its solutions together with Red Hat Products. In turn, in order for ISV to support Red Hat's business model, it is important that ISV assist Red Hat to communicate to End Users the benefits of having enterprise subscriptions from Red Hat entitling End Users to an array of support services in connection with its use of Red Hat technology.

RED HAT PARTNER PROGRAM – ISV PARTNER TRACK OVERVIEW

MEMBERSHIP LEVELS

The Red Hat Partner Program - ISV Partner Track consists of three membership levels with specific benefits to Partner associated with each level as shown in the table below. Each ISV Partner begins at the Ready level. ISV Partners wishing to have a more strategic relationship and more robust benefits may apply to become an Advanced Partner or Premier Partner in the ISV Partner Track.

| ISV Track Membership Levels | |
|-----------------------------|---|
| Ready | Intended for all ISVs, this membership level enables ISVs to access Red Hat Enterprise Linux and JBoss. At this membership level, partners have access to an array of marketing materials, tools, and discounted developer support. |
| Advanced | Intended for ISVs who make additional commitments to the selling and marketing of Red Hat or JBoss solutions. |
| Premier | Intended for market-leading global ISVs who are very experienced in developing horizontal or vertical enterprise class applications on Red Hat Enterprise Linux and JBoss. Partners at the Premier level enjoy all of the benefits of the Ready and Advanced Tiers in addition to initiatives that are tailored to each Premier partner's unique needs. |

RED HAT ISV PROGRAM TRACK – ISV TRACK SPECIALIZATION

The Red Hat Partner Program – ISV Track supports ISVs by delivering resources and benefits that align with your business model and relationship with Red Hat. Specializations allow access to resources based on your interests. Included are sales and marketing collateral, training and certification offerings, and technical resources.

ISV Partners may choose either, or both, of the Specializations listed below by indicating the supported platforms during the Red Hat Partner Program registration process:

| ISV Track Specializations | |
|---------------------------|---|
| Platform Infrastructure | Red Hat Enterprise Linux Platforms Red Hat Management Platforms |
| JBoss Middleware | JBoss Enterprise Application Platform JBoss Portal Platform, JBoss SOA Platform Metamatrix Data Services Platform JBoss Hibernate, JBPM, JBoss Rules JBoss Developer Studio |

ISV PROGRAM TRACK BENEFITS

As a new member of the Red Hat ISV Program, you receive access to important online Red Hat and JBoss information, along with guidance on doing business with Red Hat.

The Red Hat ISV Program delivers resources and benefits that will help you align with your business model and relationship with Red Hat. You will have access to the Red Hat knowledge-base through the Red Hat Partner Center to research answers to technical product questions. Partners can access the latest information about all Red Hat and JBoss products, services and campaigns. Access to this material will help you to train your sales teams and to present solutions to your customers. As an ISV Advanced Partner, your increased dedication to Red Hat and JBoss solutions are rewarded through enhanced benefits.

Partners at the Premier level enjoy all of the benefits of the Ready and Advanced Tiers in addition to initiatives that are tailored to each Premier Partner's unique needs. The following tables describes the benefits available to ISV Partners at each membership level. A detailed description of each benefit can be found below in each of the following tables.

SOFTWARE BENEFITS

| | Ready | Advanced |
|--|---------------|---------------|
| Software | | |
| Developer Subscription - No Support | Yes | Yes |
| Developer Professional Support Subscription (4 CPU, 1 Named-contact, 2-Day Response Time) | \$ Discounted | \$ Discounted |
| Developer Enterprise Support (32 CPUs, 2 Named Contacts, 4-Hr Response Time) | \$ | \$ Discounted |
| NFR for Pre-Sales Opportunities | Yes | Yes |

Developer Subscription

As an ISV Partner, you are granted access to not-for-resale demonstration subscriptions to Red Hat and JBoss products. These can only be used for development, training, testing, and end-user product demos. These are not intended for any commercial or production use within your organization or for resale.

Developer Support Professional Subscription

This subscription gives you a 1-contact, 2-business day SLA with Red Hat's Global Support Services team. It includes an entitlement of up to 4-CPU's for all JBoss platforms, frameworks, and tools. You will also get access to Red Hat Enterprise Linux Advanced Platform and all other Red Hat software products for development purposes. ISV Partners can purchase this subscription at a discount through Red Hat Authorised Partner or Red Hat specified route as determined by the country guidelines.

Developer Support Enterprise Subscription

This subscription gives your team a 2-contacts, 4-business hour SLA with Red Hat's Global Support Services team. It includes an entitlement of up to 32-CPU's for all JBoss platforms, frameworks and tools. You also get access to eight entitlements to Red Hat Enterprise Linux Advanced Platform and 8 entitlements each for all other Red Hat software products for development purposes. ISV Partners can purchase this subscription at a discount through Red Hat Authorised Partner or Red Hat specified route as determined by the country guidelines.

NFR for Pre-Sales opportunities

As an ISV Partner 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 ISV Program are not for use in either internal or external production environments or for resale to any other party.

DEVELOPER & TECHNICAL SUPPORT BENEFITS

| Developer & Technical Support | Ready | Advanced |
|---|---------------|-----------------|
| Access to Professional Services (e.g. Technical architects, Consulting) | \$ Discounted | \$ Discounted |
| Access to APJ Partner Helpdesk via web and email | Yes | Yes |
| Access to Global Learning Services | \$ Discounted | \$ Discounted |
| Discounted attendance at Red Hat developer/user conferences | Eligible | Eligible |
| Partner Center (ISV Resource Center access) | Yes | Yes |



Access to Professional Services

As a Red Hat ISV Partner, you can take advantage of the Red Hat Professional Services organization. You can request a Technical Architect or a Consultant for either your own development efforts or for use in customer engagements. Ready- and Advanced- ISV partners can book these resources at a daily rate. Please contact the local ISV manager for further information.

Access to Partner Helpdesk

All ISV partners can contact the Red Hat Partner Helpdesk during normal business hours (with questions regarding our Partner Program, partner opportunities or information on the Red Hat product portfolio.) Note that contact methods vary by country. The partner helpdesk language of communication is English.

Discounted attendance at Red Hat developer/user conferences

As a Red Hat ISV Partner, you are eligible for attendance discounts at selected developer or user conferences hosted by Red Hat.

Access to Global Learning Services

ISV Partner technical team members are eligible for discounts off current Red Hat's price list of open enrollment training classes (applicable to the region where such ISV Partner is located). ISV Partners can purchase Global Learning Services at a discount (as specified in the country guide) from local Red Hat office by contacting the local ISV manager.

Partner Center (Access to the ISV Resource Center)

All ISV Partners are eligible to access the Partner Center, Red Hat's online content repository and partnership management tool . Partner Center delivers a range of program, product, marketing and sales resources designed for Red Hat's partner community. It serves as your primary source of information on Red Hat products and marketing campaigns. It also lets you self-manage your company and individual membership information.

MARKETING BENEFITS

| Marketing Support | Ready | Advanced |
|--|-------|-------------------|
| Promotion of partner's reference architectures | n/a | optional |
| Shared co-op marketing and market development funding | n/a | Per Business Plan |
| Joint webinars, shared collateral | n/a | Per Business Plan |
| Exhibit presence at Developer/User Conferences | \$ | \$ |
| Partner profile in solutions catalog | Yes | Yes |
| Success story support | Yes | Yes |
| Public relations announcement support | n/a | Yes |
| Access to Partner Center | Yes | Yes |
| Partner newsletter, blogs, mailing lists | Yes | Yes |
| Partner Program logo usage | Yes | Yes |
| Partner Certificate | Yes | Yes |
| ISV Partner Program Plaque | n/a | Yes |
| Sample Install Guides for ISV + Red Hat software (RHEL only) | n/a | Yes |
| Red Hat Ready Application Logo usage (upon Self certification) | Yes | Yes |

Promotion of partner's reference architectures

ISV partners can promote their reference architectures on Red Hat's Partner Center extranet. This site delivers one-stop access to Red Hat's worldwide ecosystem of distributors, value-added resellers, integrators, consultants, and trainers.

Shared co-op marketing & market development funding

Advanced ISV Partners may be eligible for market development funding for activities designed to drive brand awareness, lead generation, and sales opportunities of Red Hat and JBoss products according to their Business Plan. For further and detailed information, please contact your Partner Account Manager.

Joint webinars and shared collateral

Advanced ISV Partners may be eligible for shared webinars - jointly promoted and delivered live, online, or via recorded presentation. Advanced Partners are also eligible for shared collateral (print or online) which promotes integrated Red Hat, JBoss and the partner solutions. Any benefits sought by the ISV partner must be aligned with the annual business planning. For further and detailed information, please contact your Partner Account Manager.



Exhibit presence at Developer or User Conferences

Red Hat often hosts or sponsors its own events, pulling together a community of Red Hat partners, customers, prospects and industry observers. For such events, Red Hat may from time to time invite partners to participate through sponsorship, exhibit presence and speaking opportunities. The Red Hat partner team will notify partners of upcoming events. For further and detailed additional information, please contact your Partner Account Manager.

Partner profile in ISV Solutions Catalog

All ISV partners can take advantage of visibility through Red Hat's ISV Solutions Catalog. This is an online directory of all Red Hat and JBoss ISV Partner solutions, applications and products. Customers and prospects regularly access this site to learn about the larger ecosystem around Red Hat technology.

Success story support

Advanced ISV partners can leverage customer success stories, and use Red Hat to help distribute the news of these successes. We may invite you to submit your stories to Red Hat for consideration. If accepted, these will be developed and formatted into a success stories and made available to our sales teams, channel partners, customers and prospects.

Public Relations announcement support

Advanced ISV partners can seek Red Hat public relations support for newsworthy activities. Red Hat involvement may range from a supporting quote to active participation in the partner's own release to a joint release. These are considered on a case-by-case basis. For further and detailed additional information, please contact your Partner Account Manager.

Access to Partner Center


All ISV partners may be eligible for access to Partner Center, Red Hat's online content repository and partnership management tool. Partner Center provides for a range of program, product, marketing, and sales resources designed for Red Hat's partner community. It serves as your primary source of information on Red Hat products and marketing campaigns. It also lets you self-manage your company and individual membership information.

Partner newsletters, blogs, mailing lists

Learn the latest news about Red Hat from partner-focused communications about upcoming product releases, campaigns, available resources, success stories and more.

ISV Program Logo usage

According to their level of expertise and specialization ISV partners may use the Red Hat ISV program logo to



market their open source expertise and Red Hat relationship. Logos are available via the Partner Center or by contacting your local ISV manager.

Red Hat Ready Application Logo Usage

ISV partners who have self-certified their applications build on Red Hat solutions are entitled to use the logo to position the Red Hat Ready Application in the market in compliance with Red Hat policy available at Partner Center.

Partner Program

All ISV partners may use the appropriate Red Hat ISV Program certificate which indicates the level of participation to market their open source expertise and Red Hat relationship. Certificates are available via the Partner Center for download or by contacting your regional partner helpdesk.

ISV Partner Program plaque

The Advanced- and Premier- ISV partners will receive a plaque which indicates the partner level as well as their specialization. This can also be used to market your open source expertise and business relationship with Red Hat.

Sample Install Guides for ISV + Red Hat software (RHEL only)

Advanced Partners are able to submit implementation and tuning guides in Red Hat templates. These guides will be made available to visitors to www.redhat.com via the global solutions catalog.

Red Hat Software Catalog Guidelines

The Red Hat Ready Software Catalog Guidelines for applications are intended to encourage interoperability between applications on the Red Hat family of products, including the Red Hat Enterprise Linux family as well as the JBoss family of products, and assure that the joint solution of ISV applications running together with the applicable Red Hat software is supported for our mutual customers. Red Hat does not guarantee interoperability, nor does Red Hat provide any support for third party applications. Red Hat reserves the right to change these guidelines without notice.

After the applicable technical and business guidelines set forth below are met with respect to the indicated Red Hat software, an application is eligible for inclusion in the Red Hat Software Catalog. Red Hat, however, at its sole discretion, retains the right to determine whether an ISV or a particular application appears in the Red Hat Software Catalog.

| Red Hat Software | Technical Guidelines | Business Guidelines | Red Hat Remark(s) |
|-------------------------------|--|---|--|
| Red Hat Enterprise Linux | <p>To obtain Red Hat Ready Application status, the following technical guidelines should be met: Applications should not modify, replace, or recompile existing OS infrastructure (including but not limited to the OS kernel, C library and other system libraries, compiler, etc.). Application vendor should not recommend to any customer that similar modifications to the Red Hat Enterprise Linux operating system be made as described above. In the event of a customer support issue Red Hat reserves the right to require removal of the modifications in order to properly triage, diagnose, and resolve the support issue.</p> | <p>To obtain Red Hat Ready Application status, the following business guidelines must be met:</p> <ol style="list-style-type: none"> 1. Application vendor must confirm that specified versions of Red Hat Enterprise Linux are supported platforms, which means that customers who choose to deploy the application on the target Red Hat Enterprise Linux platform will be able to receive usual and customary support from the application vendor (analogous to the support options available on other operating systems). 2. Application vendor should agree to support its product generally on the target Red Hat Enterprise Linux platform where appropriate, without specificity of package versions (such as kernel versions). This means that vendors should support both general bug and security errata as soon as commercially practicable after release of the errata through Red Hat Network. Application vendors must support substantive Kernel modifications as soon as commercially practicable. | <p>Red Hat Certified Application logo Red Hat Ready Partner logo</p> |
| JBoss Application Platform | <p>To obtain JBoss Ready Application status, the following technical guidelines should be met: Applications should not modify, replace, or recompile existing libraries shipped with any JBoss applications. Application vendor should not recommend to any customer that similar modifications to the JBoss applications be made as described above. In the event a customer support issue arises, Red Hat reserves the right to require removal of the modifications in order to properly triage, diagnose, and resolve the support issue.</p> | <p>To obtain JBoss Ready Application status, the following business guidelines must be met:</p> <ol style="list-style-type: none"> 1. Application vendor must confirm that specified versions of JBoss Products are supported platforms, which means that customers who choose to deploy the JBoss applications will be able to receive usual and customary support from the application vendor (analogous to the support provided on other Java platforms) 2. Application vendor should agree to support its product generally on the target platforms. This means that vendors should support both general bug and security errata as soon as commercially practicable after release of the errata through Red Hat Network, the Customer Support Portal, or JBoss ON. | <p>JBoss Certified Application logo</p> |
| JBoss SOA Enterprise Platform | <p>To obtain JBoss Ready Application status, the following technical guidelines should be met: Applications should not modify, replace, or recompile existing libraries shipped with any JBoss applications. Application vendor should not recommend to any customer that similar modifications to the JBoss applications be made as described above. In the event a customer support issue arises, Red Hat reserves the right to require removal of the modifications in order to properly triage, diagnose, and resolve the support issue.</p> | <p>To obtain JBoss Ready Application status, the following technical guidelines should be met: Applications should not modify, replace, or recompile existing libraries shipped with any JBoss applications. Application vendor should not recommend to any customer that similar modifications to the JBoss applications be made as described above. In the event a customer support issue arises, Red Hat reserves the right to require removal of the modifications in order to properly triage, diagnose, and resolve the support issue.</p> | <p>JBoss Certified Application logo</p> |

SALES & BUSINESS DEVELOPMENT BENEFITS

| Sales & Business Development Support | Ready | Advanced |
|--|-------|------------------------|
| Access to Partner Account Manager | n/a | Yes |
| Access to Sales College / Sales Training Webinars | Yes | Yes |
| Access to the Red Hat Center of Excellence | n/a | Yes (country specific) |
| Reseller privileges | Yes | Yes |
| Access to Embedded Runtime Pricing (separate agreement needed) | n/a | optional |

Access to Partner Account Manager

Advanced ISV partners have access to a Red Hat Account Manager who acts as an liaison point with Red Hat, conducts business planning with the ISV Partner and assists the Partner to make the most of the ISV program benefits and of the partnership.

Access to Red Hat's Center of Excellence

Red Hat and Intel offer Advanced ISV partners a specific sales tool – the Red Hat and Intel Centers of Excellence. These Centers are designed to help ISVs accelerate the deployment of solutions optimized for Intel® platforms. These centers are located throughout the world and can also be accessed remotely. For further and detailed additional information, contact your Partner Account Manager.

Sales College, Sales Trainings and Webinars

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

As a ISV Partner, you can access detailed JBoss or Red Hat product training through the Red Hat Sales College. This series of computer-based training modules develops an understanding of the Red Hat products, positioning and sales cycle activities. You can also access Red Hat product and campaign training via Red Hat-hosted webinars.

Reseller Privileges

If ISVs want to sell Red Hat products along with their products, Red Hat encourages them to buy from Red Hat business partners in their territory. The Partner Account Manager can help Advanced partners to interface with the Distributors, if requested by the Advanced Partners. If ISV partners want to become reseller of Red Hat products in as stand alone fashion, they are welcome to join Red Hat Reseller program.

ISV PROGRAM TRACK REQUIREMENTS

In order to maintain the partnership status and take advantage of the Partner Program benefits delivered by Red Hat, ISV Ready Partners are required to maintain accurate profiles and accept Red Hat's ISV Partner Agreement. Red Hat provides enhanced resources to partners who have achieved the Advanced membership level. Partnership requirements are listed below:

| | Ready | Advanced | |
|--|-------|---|---|
| | | Infrastructure | Jboss |
| Enrollment | | | |
| Complete Online Application | Yes | Yes | Yes |
| Sign Partner Agreement with Applicable Addenda | Yes | Yes | Yes |
| Self-certify on RHEL or JBoss (Ready Application Agreement) | Yes | Yes | Yes |
| Technical Skills | | | |
| Sample Install Guides for ISV + Red Hat software (RHEL only) | n/a | Yes | Yes |
| Marketing | | | |
| Public Customer References | n/a | Yes | Yes |
| Business Plan | n/a | Yes | Yes |
| Software listing Criterion | Yes | Yes | Yes |
| Annual Fee | n/a | Purchase of Annual Professional Dev support subscription – Min 1. | Purchase of Annual Professional Dev support subscription – Min 1. |

General Red Hat ISV Program Track requirements

Complete Online Application

All ISV partners are required to complete the Red Hat ISV Program Track application as part of the Red Hat Partner Program enrollment process. This includes company profile and application details, as outlined in Partner Center at www.partner.redhat.com.

Sign Partner Agreement with applicable Addenda

All ISV partners are required to accept the terms of the Red Hat ISV Partner Agreement, available in Partner Center at www.partner.redhat.com. Partners must maintain compliance with the Partner Agreement throughout their partner relationship with Red Hat.



Advanced Level ISV Partner Track Requirements

To qualify for the Advanced ISV Partner membership level you must achieve the minimum requirements and maintain your status as a partner in good standing annually. Partners failing to maintain the required standard of an Advanced ISV Partner will automatically be demoted to the Red Hat Ready membership level.

Red Hat Ready Application Agreement

ISV wishes to confirm the general availability of its respective software applications and its willingness to support such applications if and when they are deployed at our mutual customers running Red Hat-branded technologies, including Red Hat Enterprise Linux, Red Hat Desktop, JBoss Application Platform, JBoss SOA Enterprise Platform, GFS, and other Red Hat-branded software. The software application that adheres to the Listing Criteria is called a "Red Hat Ready Application" with respect to the associated Red Hat software with which the application is compatible. The Solution will only be listed in the Software Catalog if the Red Hat Ready Application has been agreed. In exchange, Red Hat will provide ISV with certain benefits as described in the Program Guide.

Public Customer References

Red Hat requests Advanced ISV partners to provide customer success story proposals. Red Hat will review the proposals and determine, at its sole discretion, which ones to develop into a customer success story available for public use by Red Hat and the partner. Partners will have to use the Red Hat Customer Success Story Submission form and obtain end-customer approval of participation prior to submission of such story to Red Hat. Please refer to the Partner Program ISV Track Requirements table in this Program Guide for the specific annual requirements.

Sample Install Guides for ISV and Red Hat software


Advanced Partners are able to submit implementation and tuning guides in Red Hat templates. These guides will be made available to visitors to www.redhat.com via the global solutions catalog.

Annual Fee

Advanced ISV partners are required to buy an annual Developer Professional Subscription towards the annual fee. Through this Developer subscription Partners receives incidents of technical support, as described in the benefits section of this program guide. As the partner agreement comes due for renewal, the annual participation fee is required.

Red Hat Software Catalog Listing Criteria

Partner agrees to maintain current product profiles in the Red Hat Software Catalog for ISV products supported by the Partner on Red Hat Enterprise Linux or JBoss. In addition to maintaining a current list of



support products, the Partner will maintain accurate information on Red Hat Product releases and languages supported.

TERRITORY

The Territory for APJ-based partners 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. Red Hat does not grant any exclusivity on whole or parts of such territories.

ISV PROGRAM ENROLLMENT

APPLICATION PROCESS

To become an ISV Partner, please visit the Partner Center at www.partner.redhat.com, and:

1. Complete the application profile
2. Accept the Red Hat Partner Agreement (always subject to Red Hat admittance of the application profile with respect to advance partners)

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 certain countries are required to return a signed copy of the partner agreement. This is mandated by 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, membership will be automatically renewed. 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 alter the Red Hat Partner Program, including all tracks, membership levels and specializations, at 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. Red Hat reserves the



right to make any correction or updates on an as-needed basis by posting such updates in 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 during normal business hours:

Contact APJ partner helpdesk:

Email: APAC-partner-helpdesk@redhat.com