



Red Hat

Red Hat Certified Cloud & Service Provider Program

Program Guide

September 2019

Version 1.18

Table of Contents

DISCLAIMER	1
1. INTRODUCTION	2
2. RELEASE NOTES	3
3. CCSP PROGRAM OVERVIEW	4
4. CCSP PROGRAM REQUIREMENTS	5
4.1. GENERAL PROGRAM REQUIREMENTS	5
4.2. APPLICATION PROCESS	5
4.3. PARTNER OBLIGATIONS	5
4.4. REVENUE UNIT MATCHING AND CONSISTENCY	6
4.5. SUPPORT AND SOFTWARE MAINTENANCE	6
4.6. END CUSTOMER AGREEMENTS	6
4.7. CERTIFICATION REQUIREMENTS	6
4.8. REPORTING	6
4.9. METERING	7
4.10. RED HAT PROFESSIONAL SERVICES	7
4.11. RESELLERS AND WHITE LABELING	7
4.12. USE OF THIRD-PARTY CCSP INFRASTRUCTURE	8
5. CCSP PROGRAM LEVELS AND BENEFITS	9
5.1. CCSP PROGRAM LEVELS	9
5.2. CCSP PROGRAM BENEFITS	10
6. CCSP PRODUCT OFFERINGS	17
6.1. CCSP PRODUCT OFFERINGS OVERVIEW	17
7. CLOUD ACCESS	19
7.1. CLOUD ACCESS OVERVIEW	19
7.2. PARTNER ELIGIBILITY	19
8. CCSP SUPPORT	21
8.1. CCSP SUPPORT OVERVIEW	21
8.2. CCSP SUPPORT MODELS	21
9. CCSP SOFTWARE SUBSCRIPTIONS	23
9.1. CCSP PROGRAM SUBSCRIPTIONS	23
9.2. PARTNER INFRASTRUCTURE SOFTWARE SUBSCRIPTIONS	23
9.3. END USER SOFTWARE SUBSCRIPTIONS	23
10. INTERNAL USE POLICY	25
10.1. DEFINITION	25
10.2. ELIGIBILITY	25
10.3. BUSINESS RULES	25
11. CCSP PRICING AND PRICE CHANGE POLICY	26
11.1. CCSP PRICING	26
11.2. CCSP PRICE CHANGE POLICY	26
12. CCSP PARTNER TRAINING	29
12.1. PARTNER TRAINING	29
APPENDIX A: CCSP TERMS AND DEFINITIONS	31
ABOUT RED HAT	33

Disclaimer

This guide provides important information about the Red Hat Certified Cloud and Service Provider (CCSP) program. The terms that govern the CCSP program are contained in the CCSP Partner Agreement and CCSP program appendix (the "agreement") entered into between Red Hat and each partner participating in the CCSP program (the "service provider" or "CCSP partner"). All terms not otherwise defined herein shall have the meaning set forth in the agreement.

All CCSP partners can access the current version of this guide on the [Red Hat Partner Connect portal](#).

CCSP program benefits and requirements are applied based on where the CCSP is located, and there may be some region specific benefits or requirements not covered here. Your CCSP Program Manager can provide additional details if needed.

To the extent that this guide has been translated into any language other than English, the English version of the guide will prevail over any inconsistencies with a non-English version of the guide.

1. Introduction

This guide is a key resource for the Red Hat Certified Cloud and Service Provider. It contains:

- An overview of the CCSP program
- A description of membership and business requirements
- Program levels and benefits
- Information about the application and enrollment process

A Red Hat-certified cloud or managed service is a trusted destination for enterprise IT customers, independent software vendors (ISVs), and partners to access and consume Red Hat solutions. Certified clouds and services use Red Hat infrastructure and guest offerings to serve customers with secure, scalable, and supported enterprise solutions with specific business and operational models. Typical offerings from providers include hosted physical machines, self-service virtual machines, hosted virtual private clouds, fully managed services, and outsourcing.

By using a Red Hat-certified cloud or managed service, end customers and partners using custom-developed or third-party ISV applications certified to Red Hat Enterprise Linux and other Red Hat solutions are assured that these applications function as anticipated on a trusted cloud.

For cloud providers offering Infrastructure-as-a-Service (IaaS), due to the certification, testing, and availability of a standard Red Hat Enterprise Linux image, end users enjoy a consistent product experience. The program also offers products that enable Platform-as-a-Service (PaaS), such as Red Hat OpenShift Container Platform, middleware (Red Hat JBoss Middleware), scalable block and file storage (Red Hat Gluster Storage and Red Hat Ceph Storage), and cloud management (Red Hat CloudForms).

2. Release Notes

The following is a summary of the changes made to the Program Guide for the September 1, 2019 release.

New Content

- Nothing new for Q3

Changes and Corrections

- Changed product catalog category description:

```
Old
"Cloud-native Application Platforms and Development"
New
"Cloud-native Application Platforms, Application Development, and Middleware"
```

- Modified wording in the Cloud Access requirements for CCSPs

3. CCSP Program Overview

The Red Hat Certified Cloud and Service Provider program allows cloud, hosting, system integrator, and managed service providers to host and resell certified Red Hat offerings on-demand through multi-tenant, dedicated, and managed models.

A CCSP partner receives:

- Flexible pricing aligned to the way a provider charges its customers, with:
 - Pay-as-you-go hourly, monthly, and yearly models with monthly billing in arrears
 - Consistency between on-demand and dedicated service models
 - Streamlined procurement of Red Hat subscriptions
- Premium (24x7) Red Hat support for all infrastructure components purchased from Red Hat
- Red Hat-certified offerings for resale with SKUs built specifically for CCSP partners
- Systems management solutions to manage Red Hat cloud offerings, including:
 - Red Hat Update Infrastructure (RHUI): in-cloud management and update services built for on-demand consumption and dynamic scale
 - Red Hat Satellite: a full-featured, active management solution for managed-service environments
- Joint customer issue resolution with Red Hat Global Support Services
- A compliant way to offer Red Hat solutions in the cloud or as a managed service
- Alignment with Red Hat field compensation, fostering joint sales engagements
- Access to thousands of certified Red Hat Enterprise Linux ISV applications for deployment in cloud environments
- Red Hat branding and promotion as a Red Hat Certified Cloud and Service Provider partner

4. CCSP Program Requirements

All partners participating in the CCSP program must comply at all times with the requirements outlined in this guide and the agreement.

4.1. General Program Requirements

Partners must adhere to the following requirements to participate and maintain good standing as a Red Hat Certified Cloud and Service Provider.

- Complete the CCSP program application and agree to the terms of the CCSP partner agreement. The partner must have a current CCSP partner agreement throughout their relationship with Red Hat.
- Adhere to the CCSP technical and operational requirements described in the *Red Hat Certified Cloud Provider Technical and Operational Requirements Guide*, which can be found in the Red Hat Connect for Business Partners portal.
- Maintain a minimum number of trained technical personnel described in the *Red Hat Certified Cloud Provider Technical and Operational Requirements Guide*.
- For the Partner Diagnostic support model, the partner must train and maintain a minimum number of pre-sales and sales personnel so that they are familiar with the Red Hat products that the partner offers for resale on its service. The partner's trained staff must keep current on Red Hat products in the CCSP program and work with Red Hat sales teams on proper positioning of Red Hat products to its customers.

4.2. Application Process

To enroll in the CCSP program, visit the [Red Hat Partner Connect portal](#). Choose **Service/Cloud Provider** as the partner type and complete the application. A CCSP program representative will follow up promptly to complete the process.

4.3. Partner Obligations

One of the primary goals of the CCSP program is to maintain a consistent level of service to customers that use Red Hat products in their data center and that want to use them on a cloud or managed service.

A CCSP partner must:

- Offer a highly available and scalable infrastructure for hosting Red Hat-certified images and an update infrastructure to ensure Red Hat image accessibility, persistence, and security.
- Run on a Red Hat-certified hypervisor and on Red Hat-certified hardware for solutions that require Red Hat Enterprise Linux and other Red Hat products. See the [Ecosystem page](#) on the Customer Portal to learn more about Red Hat ecosystem and certification programs.
- Implement a metering, billing, and reporting system to account for the use of Red Hat offerings in a consistent manner and to report on a monthly basis, in arrears, end customer and partner consumption.
- Require that each end customer agree to the Red Hat subscription terms.
- Meet training and support criteria to offer enterprise-level customer service-level agreements (SLAs), as outlined in the *Technical and Operational Requirements Guide* and the CCSP program appendix agreement document.

4.4. Revenue Unit Matching and Consistency

The CCSP partner must offer its end customers Red Hat subscriptions in time increments that match the Red Hat subscriptions that the CCSP partner purchases from Red Hat. For example, Red Hat Enterprise Linux sold hourly to the CCSP partner can only be offered to end customers on an hourly basis.

Subdivision of a subscription or revenue unit is not permitted. For example, a partner may not purchase a yearly or monthly Red Hat Enterprise Linux SKU and resell it as individual hours to end customers.

Aggregation of single revenue units by the partner is permitted. For example, the CCSP may resell 730 hours of Red Hat Enterprise Linux as a monthly offering to the end customer; however, the CCSP partner is responsible for reporting to Red Hat the resale of 730 individual Red Hat Enterprise Linux hourly subscriptions.

4.5. Support and Software Maintenance

The CCSP partner delivers the software, updates, and all technical support directly to its customers. If Red Hat receives support requests from an end customer, Red Hat directs them back to the CCSP partner. It is important to note that the CCSP partner is responsible for resolving such issues and interfacing directly with Red Hat Global Support Services (offered 24x7). A CCSP partner's failure to perform these support obligations under the CCSP program constitutes a material breach of the agreement.

4.6. End Customer Agreements

Use of the software and subscriptions is subject to the applicable Red Hat subscription terms and conditions. Prior to providing an end customer with access to the software subscriptions, the CCSP partner must require each end customer to sign or otherwise assent (in a manner acceptable to Red Hat) to the [cloud services subscription agreement](#) as a condition to providing end customers with access to the Red Hat products.

4.7. Certification Requirements

End customers of a CCSP partner's service rely on the assurance they can run their services and applications on Red Hat products and receive the same support and compatibility as they would on a physical or virtual machine in their own data center. As a result, the CCSP must use Red Hat's certification process as a condition of joining the program and must maintain staffing certifications commensurate with the requirements for offering services to end customers. Review the specific certification requirements set forth in the *Red Hat CCSP Technical and Operational Requirements Guide*, downloadable on the Red Hat Connect for Business Partner portal.

4.8. Reporting

A CCSP partner must implement a process to track and record purchases, distribution, and use of the Red Hat software subscriptions by itself and its customers and must account to Red Hat, either directly or through an authorized CCSP distributor, any consumption of the subscriptions. **All CCSP partners must submit a consumption report for each calendar month no later than the fifteenth calendar day of the following month, regardless of whether any units or subscriptions have been consumed.** Failure to provide timely and accurate reports will be cause for termination from the CCSP program.



There may be additional, region specific, reporting requirements for CCSPs reporting directly to Red Hat. Please consult with your CCSP Program Manager to determine if there are any additional reporting requirements for your region.



For partners purchasing through an authorized CCSP distributor, a shorter reporting time period may be required. Consult the distributor directly.

The CCSP partner must submit its first report within 45 days of signing the CCSP partner agreement and CCSP program appendix agreement, even if there is no usage; in this case, the report would be zero (\$0) dollars or equivalent currency.

Reports should be sent to the email address indicated in the partner's CCSP agreement or directly to the partner's authorized distributor. A reporting template can be downloaded from Red Hat Connect for Business Partner portal.



Specific reporting requirements (for example, end customer name and SKU) are detailed within the CCSP partner agreement.

4.9. Metering

A CCSP partner must be able to account for all of the consumption of Red Hat offerings within their service in order to report to Red Hat usage as defined under the reporting section above.

- Metering must be consistent with the revenue units that Red Hat is offering to the partner.
- The CCSP partner must be able to account for total consumption of every hour, month, year, or other unit of measure consumed by the partner's customers and resellers.

4.10. Red Hat Professional Services

Red Hat recommends that the CCSP partner purchase a professional services engagement for the implementation of the Red Hat Update Infrastructure (RHUI) that is described in this guide and in the *Red Hat CCSP Technical and Operational Requirements Guide*. During this engagement, Red Hat Global Professional Services (GPS) consultants will work with the partner to:

- Install and configure RHUI
- Explain how to certify an image
- Explain how to comply with all certification requirements

Additional professional services may be required prior to implementing specific products, such as Red Hat OpenStack Platform, Red Hat OpenShift Container Platform, Red Hat JBoss Middleware, Red Hat Gluster Storage, or Red Hat Ceph Storage.

4.11. Resellers and White Labeling

4.11.1. Reselling

If a CCSP partner sells the software subscriptions to end customers through a reseller (an independent party), the CCSP partner must continue to comply with the terms and conditions of the CCSP agreement, will remain the sole point of contact with Red Hat, and must contract with any reseller on terms that are consistent to those contained in the CCSP agreement.

The CCSP partner shall be responsible to Red Hat for a reseller's compliance, including the obligation to report for all units and subscriptions as described in the reporting section of this guide.

In no event will the CCSP partner be authorized to allow the resale of the software subscriptions on any cloud or hosting infrastructure other than the CCSP's service, to resell CCSP infrastructure software subscriptions, or to resell any Red Hat products or services other than as permitted under the CCSP agreement.

4.11.2. White Labeling

Red Hat considers a white-label provider of a CCSP partner an independent third party that represents Red Hat offerings on a cloud or service offering that is not their own. As such, a white-label provider must meet the same business, operational, and technical requirements as the CCSP partner but will interact with the CCSP directly (not Red Hat). In exchange, the white-label provider will be able to resell Red Hat technologies on their service. All branding of Red Hat offerings must remain trademarked as Red Hat property, and the same reporting requirements that apply to the CCSP partner also apply to white-label providers.

A third party is a white-label provider of a CCSP partner if all of the conditions below are met.

- It offers CCSP subscriptions to its end customers but does not own, rent, or maintain the physical infrastructure (servers) on which the CCSP subscriptions are hosted or resold, whether physical or virtual.
- It maintains the financial relationship with the end customer.
- It maintains a service relationship with the end customer and offers identical SLAs to all customers.

A white-label provider of a CCSP must:

- Comply with the terms of the agreement, including, but not limited to, terms for unit revenue matching.
- Report all Red Hat product consumption to the CCSP partner (as defined in the agreement), including end customer data. The CCSP partner is responsible for reporting to and paying Red Hat (or distributor, if applicable) for all CCSP consumption. No billing process or relationship will exist between the white-label provider and Red Hat (or the distributor).
- Escalate all service issues regarding Red Hat products to the Red Hat CCSP partner. The CCSP partner will be responsible for escalating any service issues to Red Hat. Red Hat will not provide support directly to the white-label provider.

White-label providers are not considered a CCSP partner and may not represent themselves as such. However, white-label providers have the right, through the CCSP partner, to represent and resell Red Hat subscriptions as set forth above. White-label providers must adhere to all [Red Hat branding and copyright guidelines](#) and are not authorized to use any Red Hat logos or trademarks.

4.12. Use of Third-Party CCSP Infrastructure

As a CCSP partner, you may leverage another CCSP partner's underlying hosting or cloud infrastructure, provided that you remain responsible for satisfying all requirements under the CCSP program as if the infrastructure were your own. This includes all reporting as contractually obligated in your CCSP agreement. If you are offering a managed service, you are obligated to report usage of all Red Hat products, whether using them on your own infrastructure or another CCSP partner. If you are using Red Hat products on a CCSP partner's multi-tenant cloud, there is no need for you to report usage, providing that the multi-tenant CCSP will report the usage in their monthly reports.

You may only use the third-party infrastructure of an existing Red Hat CCSP partner in good standing. If the third-party CCSP partner ceases to remain in the CCSP program or becomes non-compliant with the CCSP program requirements, then you will need to use another CCSP infrastructure that is in good standing. Use of a third-party infrastructure that is not a CCSP partner is not permitted.

5. CCSP Program Levels and Benefits

The CCSP program consists of three partner membership tiers: **Ready**, **Advanced**, and **Premier**. Each level has specific partner requirements and benefits.

5.1. CCSP Program Levels

Tier	Details
Ready	The Ready tier is the default level for the CCSP program. A CCSP partner becomes a Ready partner upon completion of the CCSP program application; agreeing to the terms of the CCSP partner agreement; and being accepted into the CCSP program. Ready partners are eligible to receive benefits as detailed in the tables below.
Advanced	Advanced tier CCSP partners maintain an active business relationship with Red Hat in one or more geographic regions; consistently meet business plan targets and expectations as defined in this program guide; and have satisfied the CCSP program requirements as detailed in the CCSP Program Level Requirements table below. Advanced CCSP partners are eligible to receive benefits as detailed in the tables below.
Premier	Premier tier CCSP partners maintain a strategic relationship with Red Hat and proactively sell across one or multiple geographic regions. To qualify for the Premier tier, a partner must satisfactorily complete a business plan with minimum annual revenue attainment in CCSP product revenue and have satisfied the CCSP program requirements as detailed in Table 3. Premier partners are eligible to receive benefits as detailed in the tables below.

Table 1. CCSP Program Levels

CCSP Program Requirement	Ready	Advanced	Premier
Approved business plan	N/A	Yes	Yes, with optional technology plan
Red Hat product adoption	At least one Red Hat product	As defined in business plan	As defined in business plan
Red Hat product support	Full	Full or Diagnostic	Diagnostic
Monthly recurring revenue	Minimum MRR, as defined by region ¹		
Training commitment	Two OPEN sales and two OPEN technical accreditations	Four OPEN sales and four OPEN technical accreditations ²	Six OPEN sales and six OPEN technical accreditations ²

CCSP Program Requirement	Ready	Advanced	Premier
Marketing commitment	None	Two Red Hat marketing events per year ²	Four Red Hat marketing events per year ²

Table 2. CCSP Program Level Requirements

1. Each region has specific MRR requirements for each tier. MRR commitments may be defined in an approved business plan.
2. Or as defined in an approved business plan.

5.2. CCSP Program Benefits

These benefits provide the resources needed for a CCSP partner to develop and maintain a strong knowledge of the Red Hat product portfolio, with the objective of selling Red Hat offerings and supporting end customers on the CCSP partner's service.

5.2.1. Red Hat Partner Connect Portal

Membership in the CCSP program includes access to the [Red Hat Partner Connect portal](#), an online content repository and partnership management tool with an array of partner-ready program, product, training, marketing, and sales resources. The [Red Hat Partner Connect portal](#) is the primary source of Red Hat business information, product offerings, training, and marketing campaigns and is where CCSP partners can access the latest information from Red Hat. This material can help train sales teams to present Red Hat solutions to customers. Partners can also manage various aspects of their Red Hat relationships through the portal. Key program information, policies, and updates (including this guide) are available through the [Red Hat Partner Connect portal](#).

All CCSP partners must register on the [Red Hat Partner Connect portal](#) and complete a profile so that they appear in the Red Hat Partner Locator. This is a key benefit to the CCSP program and the primary search tool for all Red Hat customers that want to find a Red Hat-certified cloud or service provider.

5.2.2. Red Hat Connect for Technology Partners Portal

All CCSP partners have access to Red Hat Connect for Technology Partners portal. This site includes valuable information, including:

- Technical training
- Technical certification by product
- Online lab resources for partners
- Reference architectures, white papers, and other documentation for Red Hat products
- Ways to collaborate with other technology partners and with Red Hat engineering

5.2.3. Red Hat Certification Catalog

All CCSP partners with certified products and images will be listed in the Red Hat Certification Catalog on the [Red Hat Customer Portal](#). The catalog is searchable by product, region, image version, localized language support, and consumption models. Red Hat customers searching for certified images frequently use the catalog to find CCSP

partners that meet their criteria.

5.2.4. Red Hat Partner Locator

In addition to being listed in the Red Hat Certification Catalog, CCSP partners will also be listed with searching capability on redhat.com through the Partner Locator. When a CCSP registers on the [Red Hat Partner Connect portal](#), the profile information populates the locator for easy searching by Red Hat customers.

5.2.5. Red Hat Cloud Access Program Eligibility

See the [Cloud Access](#) section for more details about the Red Hat Cloud Access program.

5.2.6. Market Development Funds

Red Hat may, at its discretion, provide market development funds (MDF) for go-to-market, lead generation, solution development, and selling activities for the purpose of generating revenue associated with Red Hat products and solutions.

5.2.7. Red Hat Consulting Services discount

Advanced and Premier partners are eligible to receive discounts on service engagements provided by Red Hat Consulting Services.

5.2.8. Red Hat Summit

Red Hat offers two complimentary Red Hat Summit registrations to Premier CCSP partners. Contact your Red Hat partner manager if you are interested in using this benefit.

All CCSP partners are encouraged to participate at Red Hat Summit, an annual technical conference for all Red Hat customers and partners. Red Hat Summit is a premier open source technology event that showcases the latest innovations in cloud computing, platform, virtualization, middleware, storage, and systems management. By attending, you will have access to the best knowledge in the industry through technical and business sessions, hands-on labs and demonstrations, customer panels and presentations, visionary keynotes from industry leaders, networking opportunities, and collaboration with Red Hat engineers.

Red Hat Summit offers CCSP partners sponsorship opportunities that create awareness among Red Hat customers about the partner's cloud and service offerings. Partners may also submit abstracts for speaking sessions based on real-world customer case studies and technical solutions.

Learn more about [Red Hat Summit](#).

5.2.9. Red Hat Partner Conference

Red Hat hosts regional Partner Conferences and offers CCSP partners the opportunity to meet with system integrators, independent software vendors, distributors, and their peers to discuss industry trends and hear from Red Hat executives about new product developments and technical roadmaps.

5.2.10. Access to Red Hat Collateral and Demand Generation Campaign Materials

Red Hat publishes partner-ready versions of its corporate campaigns partners can actively market Red Hat products as part of their overall marketing execution. The [Red Hat Partner Connect portal](#) provides content that can

be cobranded, including templates for presentations, solution briefs, event invitations, signage, and graphics. All CCSP partners also have access to a wide variety of Red Hat product collateral.

5.2.11. Red Hat CCSP program branding and logo use

CCSP partners are authorized to use Red Hat Certified Cloud & Service Provider marks. The use of marks is granted upon fulfillment of all tier requirements. Depending on the partner's certification credentials, additional branding may be available, such as an OpenShift-certified partner logo.

Learn more about Red Hat's [Trademark Guidelines and Policies](#).

5.2.12. Joint Marketing Activity Planning

Advanced and Premier CCSP partners are eligible to participate in joint marketing activity planning with their Red Hat Partner Manager. Marketing planning and execution will be part of the partner business plan. Partners are requested to work in coordination with their Red Hat partner marketing team to develop and execute activities that align with both Red Hat and partner goals.

5.2.13. Press Release Support

Red Hat may, at its discretion, participate in a press release with Premier partners who want to announce their relationship with Red Hat. Additional public relations opportunities may be available to Premier partners, based on mutual marketing goals that are defined by Red Hat and the partner.

5.2.14. Red Hat-developed Case Study

Red Hat, at its discretion, may work with CCSP partners to produce a professionally written joint-customer case study. Case studies would be available for Red Hat and CCSP partner use as marketing collateral.

5.2.15. Red Hat named Account Manager

Premier partners and, at Red Hat's discretion, certain Advanced partners receive access to a CCSP account manager who acts as their point of contact with Red Hat. CCSP account managers conduct business planning with partners to help them take full advantage of the partner program benefits.

5.2.16. Distributor Partner Management

Ready and Advanced partners may receive support from a distributor's partner manager, who acts as the point of contact at a Red Hat CCSP-authorized distributor. Distributor partner managers may provide an array of support and revenue-generating activities to help CCSP partners take full advantage of their partnership with Red Hat. CCSP partners should engage directly with their distributors. Only certain distributors are authorized as Red Hat CCSP Distributors.

5.2.17. Enhanced Support Relationship

Premier partners and, at Red Hat's discretion, certain Advanced partners are eligible to receive enhanced technical support from Red Hat. Support resource will be determined by Red Hat and, dependent on type needed, by the CCSP.

5.2.18. Red Hat Partner Advisory Group

Premier partners are eligible, at Red Hat's discretion, to participate in Partner Advisory Groups. Partner Advisory Groups are invitation-only councils made up of Red Hat executives and business partners designed to foster collaboration. Partners help provide guidance and help define future direction and strategy of the CCSP program.

5.2.19. Red Hat Executive Sponsor

At Red Hat's discretion, Premier CCSP partners may be assigned sponsorship with a Red Hat executive.

5.2.20. Not For Resale (NFR) Subscriptions

Red Hat Not For Resale (NFR) software subscriptions enable Red Hat partners to jointly grow their business with Red Hat by providing free access to Red Hat software as a benefit of participation in Red Hat partner programs, including the Red Hat Certified Cloud and Service Provider program. CCSP partners who have signed a partner agreement are eligible to receive NFR software subscriptions for use in non-production environments.

CCSP partners can use NFRs for:

- Customer demonstrations
- Internal enablement and training
- Interoperability testing
- Issue re-creation for customer support

CCSP partners can **not** use NFR subscriptions for:

- Any production use
- Commercial redistribution
- A leave-behind for end customers
- As part of a consulting engagement offer to generate revenue

More information about NFR subscriptions including details on how to submit a request can be found in the [Red Hat Partner Connect portal](#).



The NFR subscription term is 1 year. NFR subscriptions do not automatically renew. CCSP partners will need to request renewals for any expired NFR subscriptions they wish to use beyond the initial 1 year term.

5.2.21. Partner Enablement SKUs

Enablement SKUs are available at no charge to all CCSP partners, as a benefit of the CCSP program. Enablement SKUs allow CCSP partners to access Red Hat software for use in both production and non-production environments, with Premium level support.



Any use of Enablement SKUs in production environments must be detailed by billing SKU(s) and reported to Red Hat each month.

Similar to Red Hat NFRs, Enablement SKUs are designed to help partners grow their business with Red Hat, but there are some important differences:

- NFRs are limited to non-production use cases like demos and training.
- NFRs are entitled in 1 year increments but Enablement SKUs are valid for the length of the CCSP contract with an initial 2 year entitlement, followed by automatic annual renewals.
- NFRs are available for most Red Hat products but Enablement SKUs are only available for a limited set of Red Hat products.
- CCSP partners must request NFRs but Enablement SKUs are automatically placed in the CCSP partner account after the CCSP contract has been signed.
- NFRs are offered in specific/limited quantities but Enablement SKUs include very large numbers of product entitlements.
- NFR support varies by partner level but all Enablement SKUs come with premium-level support regardless of partner level.

5.2.22. CCSP Program Benefits Summary

The following tables provide a summary of the important benefits for each CCSP partner level.

General Benefits	Ready	Advanced	Premier
Access to Red Hat Partner Connect portal	Yes	Yes	Yes
Access to Red Hat Connect for Technology Partners portal	Yes	Yes	Yes
Listing in Red Hat's Certification Catalog ¹	Yes	Yes	Yes
Listing in Red Hat Partner Locator	Yes	Yes	Yes
Authorization to purchase Red Hat products through CCSP distributors	Yes	Yes	Yes
Eligibility for Red Hat Cloud Access program	No ²	Optional	Yes
Marketing Development Funds (MDF)	No	Red Hat Discretion	Yes
Red Hat Consulting Services discount	No	5%	10%

Table 3. General CCSP Partner Benefits by Level

1. Upon successful certification of at least one RHEL image
2. Unless they can meet the partner qualifications for Cloud Access

Marketing Benefits	Ready	Advanced	Premier
Ability to attend and sponsor Red Hat Partner Conference and Red Hat Summit events	Yes	Yes	Yes
Two complimentary tickets to Red Hat Summit	No	No	Yes
Access to Red Hat marketing collateral and demand-generation campaign materials for use in partner marketing activities	Yes	Yes	Yes
Red Hat CCSP program branding and logo use	Yes	Yes	Yes
Joint marketing activity planning	No	Yes, as defined in business plan	Yes, as defined in business plan
Press release support, Red Hat published	No	No	Red Hat Discretion
Red Hat-developed case study	Red Hat Discretion	Red Hat Discretion	Yes

Table 4. CCSP Marketing Benefits by Level

Sales Benefits	Ready	Advanced	Premier
Red Hat named Account Manager	No	Red Hat Discretion	Yes
Distributor partner management	Yes	Optional	No
Enhanced Support Relationship	No	Red Hat Discretion	Yes
Red Hat Partner Advisory Group	No	No	Red Hat Discretion
Red Hat executive sponsor	No	No	Red Hat Discretion

Table 5. CCSP Sales Benefits by Level

Sales Benefits	Ready	Advanced	Premier
Not-for-Resale (NFR) subscriptions for demonstration purposes	Yes	Yes	Yes

Sales Benefits	Ready	Advanced	Premier
Sales and technical partner seminars	Yes	Yes	Yes
Web-based product training	Yes	Yes	Yes
Red Hat Knowledgebase access through the Red Hat Customer Portal	Yes	Yes	Yes
Online Partner Enablement Network (OPEN) technical training and eLabs	Yes	Yes	Yes
Discount on Red Hat training and certification courses and exams	20%	25%	30%

Table 6. CCSP Educational Benefits by Level



Leveling Notes:

- Revenue attainment toward Advanced and Premier status is measured on an annual basis, starting on March 1, and is based on the prior 12-month period (March through the end of February).
- Where applicable, failure to maintain milestones as mutually agreed to in a business plan may result in re-leveling from Advanced to Ready, or from Premier to Advanced.

6. CCSP Product Offerings

6.1. CCSP Product Offerings Overview

A wide variety of Red Hat products are available to CCSP partners at discounted pricing. CCSP partners can use these products in different ways, including reselling Red Hat products to their end customers, creating new cloud services and offerings for end customers, and running and managing their own infrastructures and applications.

Red Hat products are included in the CCSP program based upon a number of factors, including:

- Partner and end customer demand
- Applicable use case(s) in a cloud or hosted environment
- Red Hat and CCSP partner's ability to provide the required level of support

Typical CCSP use cases for Red Hat products include:

- Running and managing partner infrastructures
- Providing RHEL on-demand offerings to end customers through a cloud marketplace
- Building and managing public and private cloud infrastructures for end customers
- Cloud-native application platforms for modern application development, PaaS, and DevOps
- Cloud management and automation
- Scale-out cloud storage infrastructures

6.1.1. CCSP Product Catalog

The following table summarizes the Red Hat products that are currently available in the CCSP program.

Category	Product
Infrastructure	Red Hat Enterprise Linux Server
	Red Hat Enterprise Linux Add-Ons
	Red Hat Enterprise Linux for Power
	Red Hat Enterprise Linux for z Systems
	Red Hat Enterprise Linux for z Systems Extended Life Cycle Support Add-On
	Red Hat OpenStack Platform
	Red Hat OpenStack Platform Extended Life Cycle Support Add-On
	Red Hat Virtualization
	Red Hat Virtualization for IBM Power
	Red Hat Cloud Infrastructure (RHCI)

Category	Product
Cloud-native Application Platforms, Application Development, and Middleware	Red Hat OpenShift Container Platform
	Red Hat OpenShift Container Platform Extended Life Cycle Support Add-On
	Red Hat Middleware for OpenShift Container Platform
	Red Hat Middleware for OpenShift Container Platform Extended Life Cycle Support Add-On
	Red Hat Middleware
	Red Hat Middleware Extended Life Cycle Support Add-On
	Red Hat 3scale API Management for OpenShift Container Platform
Management and Automation	Red Hat Ansible
	Red Hat CloudForms
	Red Hat Smart Management
Cloud Storage	Red Hat Gluster Storage
	Red Hat Ceph Storage
SAP	Red Hat Enterprise Linux for SAP Applications
	Red Hat Enterprise Linux for SAP Applications for Power
	Red Hat Enterprise Linux for SAP with HA & Update Services
	Red Hat Enterprise Linux for SAP with HA & Update Services for Power

Table 7. CCSP Product Catalog

See the *CCSP Technical and Operations Guide* for more details about CCSP products, offering rules, and technical requirements.

6.1.2. CCSP Offering Rules

It is important for CCSP partners to understand the offering rules associated with each Red Hat product offering. The offering rules specify how partners can use Red Hat software either for their own purposes or for making Red Hat software available to their end customers, partner support obligations for their end customers, and requirements for measuring and reporting consumption of the software back to Red Hat.

The CCSP offering rules cover the following topics.

- **Deployment Models** - Valid architectures for using Red Hat software for CCSP end customer offerings or for CCSP use of Red Hat software: **Dedicated, Multi-tenant, and Infrastructure**
- **Pricing Terms** - Valid options for CCSP billing end-customer use of offerings based upon Red Hat software: **Hourly, Monthly, Yearly, and 3-Year**
- **Unit of Measure** - Valid options for CCSP measurement of end-customer use of offerings based upon Red Hat software: **Socket, Socket-Pair, Core, Core Band, Virtual Guest, and IFL**
- **Support Models** - Valid options for CCSP support of their end-customers: **Full and Diagnostic**

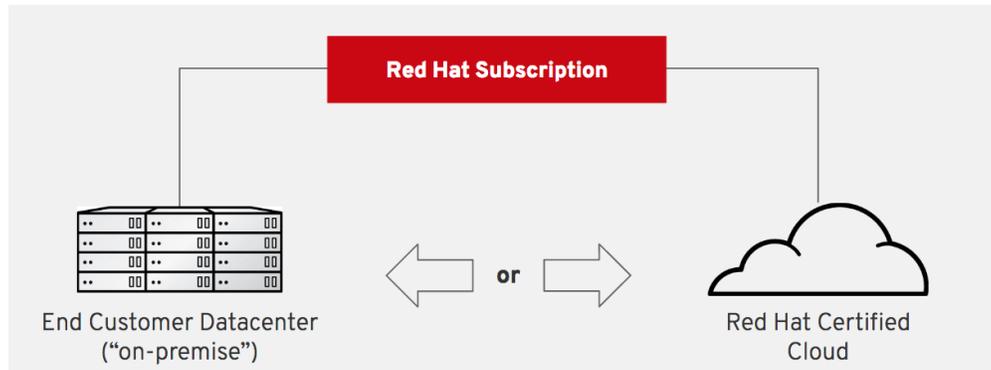
More details about these important terms can be found in the [CCSP Terms and Definitions](#) section below.

7. Cloud Access

7.1. Cloud Access Overview

Red Hat Cloud Access is a feature of certain Red Hat subscriptions that allows a Red Hat customer to move their eligible product subscription(s) from their datacenter to a participating CCSP partner's environment.

From the customer's perspective, Cloud Access enables open, hybrid cloud environments and the flexibility of using Red Hat products where they need them, in the datacenter or on a certified public cloud.



Customer Benefits

- No cost, no new contracts to sign
- Maintain their direct sales and support relationship with Red Hat
- Provides flexibility & choice for how/where they want to use their Red Hat subscriptions
- Single management/update architecture via Red Hat Satellite or RHSM
- Available for the life of the subscription, to use any time
- Potential cost savings vs. long-term on-demand consumption

7.2. Partner Eligibility



All CCSP partners are eligible to participate in Red Hat Cloud Access provided they meet the following requirements:

- Agree to the Red Hat Cloud Access terms and conditions and have been approved to offer Red Hat Cloud Access as part of the CCSP agreement with Red Hat.
- Have a documented tool or process for customers to import their own virtual images or otherwise install Red Hat products on their cloud or service.
- Understand the purpose and value of Red Hat Cloud Access and be able to describe and position it correctly to their end-customers.
- Participate in [TSANet](#) to facilitate joint, multi-vendor resolution of customer issues.



More details about the technical requirements for a CCSP to participate in the Cloud Access program can be found in the **CCSP Technical and Operational Guide**.

Learn more about [Red Hat Cloud Access](#) on redhat.com.

8. CCSP Support

8.1. CCSP Support Overview

All CCSP partners must meet the following requirements in providing enterprise support, regardless of the support level. Additional support qualifications may be required by Red Hat, based on a product's technical requirements and the partner's level of expertise.

- Maintain a Red Hat certified cloud infrastructure on a Red Hat certified hypervisor and Red Hat certified hardware, listed on the Red Hat Customer Portal: <https://access.redhat.com/certifications>.
- Manage all communications and interactions with end customers.
- Adopt quality control mechanisms that capture case metrics and measure customer satisfaction.
- Grant Red Hat access to the partner's cloud service for reproducing end user issues.
- Provide qualified and dedicated staff available to troubleshoot issues being worked.

Please refer to the **CCSP Technical & Operations Guide** for more details about the CCSP partner support, staffing, and training requirements.

8.2. CCSP Support Models

CCSP partners are offered either the Full or Diagnostic support models. The support models have different eligibility requirements based on the specific Red Hat product that is being resold. The support models may include support staff certification requirements, as well as a minimum number of support staff required.

Full Support

The CCSP partner will offer support in the local language, and will sufficiently document the issue and research any known or similar issues. No formal Red Hat training or certification is required.

Diagnostic Support

The CCSP partner will offer support in the local language, and sufficiently document the issue and research any known or similar issues. The CCSP partner will also maintain certified personnel as described in the **CCSP Technical & Operations Guide**. The partner's certified personnel will serve as support contacts for Red Hat during issue escalation.

Support Model	Partner Support Responsibilities	Red Hat Support Responsibilities
Full Support	<ul style="list-style-type: none"> • End user point of contact • Document the issue • Research any known or similar issues • Can escalate to Red Hat at any point 	<ul style="list-style-type: none"> • Installation • Usage • Configuration • Diagnosis • Bug reports (dependent on product life cycle) • Bug fixes • Red Hat Extras channel
Diagnostic Support	<ul style="list-style-type: none"> • End user point of contact • Document the issue • Research any known or similar issues • Installation • Usage • Configuration 	<ul style="list-style-type: none"> • Diagnosis • Bug reports (dependent on product life cycle) • Bug fixes • Red Hat Extras channel

Table 8. CCSP Support Model Summary

9. CCSP Software Subscriptions

All CCSP partners will have access to Red Hat software made available through a special set of software subscriptions. These software subscriptions are provided to partners for a variety of reasons including: building and managing an infrastructure, implementing a Red Hat update service, and re-selling Red Hat software to their end-customers.

The three types of software subscriptions in the Red Hat Certified Cloud and Service Provider program are:

- CCSP program subscriptions
- Partner Infrastructure software subscriptions
- End User software subscriptions

CCSP Program and Partner Infrastructure subscriptions are provided to all CCSP partners free of charge and are used to designate the partner's support level (Full or Diagnostic) and to enable the partner to get up and running. CCSP partners purchase End User software subscriptions directly from Red Hat or from an authorized CCSP Distributor. End User software subscription pricing and terms are set in the CCSP Price Book for CCSP partners purchasing directly from Red Hat. Partners purchasing from a Distributor must check with their distributor for pricing and terms.

9.1. CCSP Program Subscriptions

CCSP program subscriptions are Red Hat product entitlements to be used by a CCSP partner to implement an update service, either Red Hat Update Infrastructure (RHUI) or Red Hat Satellite, and for errata and patch management.

CCSP program subscriptions are also used to create images of Red Hat software to be used by the CCSPs end customers.

9.2. Partner Infrastructure Software Subscriptions

CCSP partner infrastructure software subscriptions are used by the CCSP partner to build and operate infrastructure that is not directly exposed to the end customers but is crucial to a cost-effective, enterprise cloud environment. Partner infrastructure software subscriptions are offered under business terms that typically mirror the provider's business model and permit scaling with customer demand.

All CCSP partners must deploy Red Hat products on a Red Hat-supported hypervisor. Review a list of [all supported hypervisors](#) on the Red Hat Customer Portal. In addition, all CCSP partners must deploy an infrastructure on Red Hat certified hardware.

Visit the Red Hat Customer Portal for a [current list of certified hardware](#).

9.3. End User Software Subscriptions

The CCSP program gives a partner the right to host and resell Red Hat subscriptions to end customers on the partner's cloud or service. The end customer software subscriptions can be sold as multi-tenant or dedicated user models, as described below.

- **Multi-tenant platform** pricing is used when a partner has multiple end customers running virtual guests on a

server. The size of the virtual guest (small or large) is based on the number of physical cores, or any portion thereof, that is allocated to the virtual guest. VMs are defined as large when there are five or more physical cores (pCores) allocated, while small instances are VMs with four or fewer pCores allocated.

- **Dedicated user** pricing may apply when it is used for software subscriptions sold on a single system or VM that is dedicated to no more than one end customer for the term of the software subscription.

Subscription	Description	Support	Term
CCSP Program subscriptions	To create images of Red Hat software for end-customer software subscriptions. To perform errata and patch management and create images for end-customer subscription offerings.	Premium (24x7x365 from Red Hat to the CCSP partner)	2 years (no cost to the CCSP partner)
Partner Infrastructure software subscriptions	Used by the CCSP partner for its infrastructure, including clouds, and to host customers.	Premium	Monthly
End User software subscriptions	To be used on a CCSP's service end customers	Full or Diagnostic	Hourly, Monthly, Yearly

Table 9. CCSP Software Subscription Summary

More details about the CCSP software subscriptions can be found in the *Global Certified Cloud and Service Provider Appendix 2* and the *Red Hat Certified Cloud and Service Provider Program SKU Guide*.

10. Internal Use Policy

Red Hat understands that CCSP partners may want to purchase Red Hat subscriptions that are available through the CCSP program for their own internal use and not associated with building and managing their cloud infrastructure or service offering subscriptions to end customers. This policy describes how a CCSP partner can purchase and use guest and host offerings internally for their own business needs.

10.1. Definition

Internal use is defined as the execution of Red Hat products, offered through the CCSP program, for the benefit of the CCSP itself and not for the benefit of a third-party end customer either directly or indirectly (“internal use”).

In any single month, a CCSP partner may consume up to 50% of the total reported subscriptions (based on total subscriptions consumed) for its internal use. In no case may the CCSP partner’s internal consumption of Red Hat subscriptions under the CCSP program exceed consumption by its end customers.

CCSP partners must report and pay the fees for any internal use subscription in the same manner as subscriptions sold to an end customer and must otherwise comply with the terms and conditions of the agreement.

Anticipated use cases include using Red Hat subscriptions for internal IT services, such as:

- Customer relationship management (CRM)
- Enterprise resource planning (ERP)
- Software-as-a-Service (SaaS)
- Other internal IT systems not associated with offerings provided by the CCSP to customers

Use by companies that are associated with the CCSP partner (but not a subsidiary or a parent) is not considered internal use, but those associated companies may consume under standard CCSP agreement terms. Examples include a CCSP partner’s sister companies or group or conglomerate companies that share the same parent company but are fiscally independent from the CCSP-contracted partner.

10.2. Eligibility

All CCSP partners are eligible for this internal consumption policy. A partner may consume the Red Hat product internally (subject to the restrictions above), provided that offering is consumed in the same execution environment, operational model, and business model (for example, public cloud) that is offered to its end customers.

10.3. Business Rules

1. In the event that consumption exceeds 50% of monthly consumption, the CCSP partner must purchase standard Red Hat subscriptions for internal systems under standard Red Hat end-customer business models.
2. All internal use consumption must be reported in the monthly report submitted by the partner, and the partner must indicate that the consumption of those subscriptions has been for internal use.

11. CCSP Pricing and Price Change Policy

11.1. CCSP Pricing

CCSP Product SKUs and pricing are made available to all CCSP partners in a regularly updated (quarterly) **Price Book**. CCSP partners can obtain the Price Book from the [Red Hat Partner Connect portal](#), from an authorized distributor, or from their Red Hat account manager.

11.2. CCSP Price Change Policy

The following sections describe Red Hat's price change policy for CCSP partners who purchase directly from Red Hat. CCSP partners who purchase through an authorized distributor, should **consult with the distributor directly**.

11.2.1. New Product Additions

Red Hat may add Red Hat products to the CCSP price book **at any time**. The partner is under no obligation to use or resell any products that are added to the price book.

New products are normally added to the CCSP program on a quarterly basis as part of the CCSP program's regular quarterly release cycle (March 1st, June 1st, Sep 1st, Dec 1st). Red Hat will provide details about new product additions in a partner communication at the time of release.

11.2.2. Existing Product Retirement

Red Hat may only remove products from the CCSP price book **once a calendar year on March 1st**. Red Hat will provide CCSP partners with a **minimum of sixty (60) days notice of any product retirement**. The partner notification will include details about the affected products along with product replacement options (when available).

After the initial notification period has passed and a product has been retired from the CCSP price book, **existing CCSP partners will have a period of one (1) year in which to use those retired product SKUs in offerings to their customers (grandfather clause)**. During this one year grandfathering period, CCSP partners may continue to bill against and report consumption of retired product SKUs.



During the 1 year grandfathering period, it's imperative that CCSP partners plan for the removal, (and replacement if desired) of those affected products from their price books. Planning should include a review of their affected customers along with strategy for migrating those customers from the retired product(s) to one of the available replacement options.

At the end of the 1 year grandfathering period, the retired product(s) will be completely removed from Red Hat's billing system and further reporting of the retired product SKUs from CCSP partners will be rejected, which could result in compliance and billing issues for the CCSP partner.

Product Retirement Example:

1. Decision to retire product *RET* from the CCSP program in the year 2019 is made.
2. Red Hat provides notification of intent to retire product *RET*, including available replacement options, to all CCSP partners on Dec 15th, 2018.

3. Product *RET* is removed from the CCSP price book released on March 1st, 2019, and 1 year grandfathering period begins.
4. CCSP partners who are actively billing and reporting consumption of retired product *RET* after March 1st, 2019 begin planning to remove product *RET* from their own price books.
5. On or before March 1st, 2020 CCSP partners have:
 - a. Stopped billing and reporting consumption of *RET*.
 - b. Replaced *RET* in their price books with one of the available replacement options.
 - c. Migrated all customers from *RET* to one of the available product replacement options.
 - d. Have begun billing and reporting consumption of the product replacement options.

11.2.3. Price Increases

Red Hat may only increase the price of a Red Hat product in the CCSP price book **once a calendar year on March 1st**. Red Hat will provide CCSP partners with a **minimum of sixty (60) days notice of any price increases**.



Red Hat reserves the right to increase pricing **at any time** in order to offset exchange rate fluctuations for currencies other than US dollars.

Price Increase Example:

1. Decision to increase price of product *INC* in the CCSP program beginning in the year 2019 is made.
2. Red Hat provides notification of intent to increase price of product *INC*, to all CCSP partners on Dec 15, 2018.
3. The CCSP price book released on March 1, 2019, will reflect the newly increased price of product *INC*.
4. On March 1, 2019, CCSP partners who are actively billing and reporting consumption of product *INC* will begin using the new price.
5. Anytime after March 1, 2019, CCSP partners who begin billing and reporting consumption of product *INC* will use the new price.

11.2.4. Price Decreases

Red Hat may decrease the price of a Red Hat Product in the CCSP price book **at any time**.

Price decreases are normally done on a quarterly basis as part of the regular CCSP program release cycle (March 1st, June 1st, Sep 1st, Dec 1st). Red Hat will provide details about price decreases in a partner communication at the time of release.

Price Decrease Example:

1. Decision to decrease price of product *DEC* in the CCSP program as soon as possible is made.
2. The decreased price of product *DEC* will be reflected in an updated CCSP price book released at the start of the next release cycle i.e. Dec 1, 2018.
3. Red Hat provides details of price decrease for product *DEC*, in a communication to all CCSP partners on Dec 1, 2018.
4. On Dec 1, 2018, CCSP partners who are actively billing and reporting consumption of product *DEC* will begin using the new price.

5. Anytime after Dec 1, 2018, CCSP partners who begin billing and reporting consumption of product *DEC* will use the new price.

12. CCSP Partner Training

12.1. Partner Training

All CCSP partners are eligible for Red Hat certification and training. Training benefits provide resources to help partners increase overall knowledge of Red Hat and the Red Hat product portfolio with a full curriculum of product, sales, and technical training.

Red Hat offers two distinct and complementary options for technical training that partners can leverage to increase skills and knowledge on Red Hat technologies.

12.1.1. Red Hat Online Partner Enablement Network (OPEN)

Red Hat offers a wide variety of online training courses through the Red Hat Online Partner Enablement Network (OPEN), available through the [Red Hat Partner Connect portal](#). Training follows two different tracks, as described below.

- The **OPEN sales tracks** offer 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.
- The **OPEN technical tracks** consist of self-paced e-learning and e-labs for systems engineers, solution architects, and consultants. The systems engineer technical pre-sales tracks cover competitive positioning, objection handling, and demonstration competency, delving deeply into Red Hat product architecture. The OPEN delivery tracks provide product implementation and usage methodologies for developers and consultants.

12.1.2. Red Hat Training and Certification

Red Hat Training and 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. Red Hat Training and Certification offers a global discount for Ready, 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.
- **Ready** Tier business partners are eligible for a 20% 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 and Certification, with the exception of Training Units and on-site/private classes. See a [list of offerings](#) for more information.

While purchases of Training Units and on-site/private classes are not covered by the global discount, partners may still receive significant discounts on these offerings by working with their local Red Hat Training and Certification representatives.

To leverage the global discounts, eligible partners should contact their local Red Hat Training and Certification representatives. Discounts must be requested at time of purchase to apply. Training discounts apply only to CCSP partner staff who build, manage, or sell the partner's cloud and managed services. Discounts cannot be purchased

through a CCSP distributor.

12.1.3. Sales and Technical Partner Seminars

Red Hat sales seminars for partners cover topics such as sales best practices and product positioning. CCSP Premier partners may also request on-site sales training seminars from Red Hat.

12.1.4. Knowledgebase Access

CCSP partners have access to the Red Hat [Customer Portal Knowledgebase](#), where they can find answers, view technical solutions, and get guidance from product experts using the same knowledge-centered support system that Red Hat engineers use.

Appendix A: CCSP Terms and Definitions

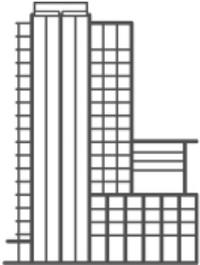
This table contains important terms and definitions related to the CCSP program.

Term	Definition
Business Terms	
Multi-tenant	Multi-tenant offerings are designed for CCSP end-customer offerings that have software isolation of customer apps and data but the infrastructure used to host the offering is shared between multiple customers. Multi-tenant offerings are typically measured by virtual elements like Virtual Guests rather than physical elements like sockets or socket-pairs.
Dedicated	Dedicated offerings are designed for CCSP end-customer offerings that have servers dedicated to a single customer, where the hardware is not shared with other customers. Hypervisors dedicated to a single customer can fall in this category. Dedicated offerings are typically measured by sockets or socket-pairs.
Partner Service	A partner service is an offering that the partner implements at an end user location with the following additional terms: (a) only Dedicated System End User Software Subscriptions and pricing are eligible for this type of Partner Service; (b) Partner is responsible for the procurement of all associated hardware and all other obligations associated with implementing the Partner Service; and (c) the End User Software Subscriptions may only be resold by the partner to its end users and not to the end user's customers or partners unless those entities have their own Partner Service onsite installation.
Sell-to	Sell-to is a CCSP business model where the CCSP partner uses Red Hat software to build, run, and/or manage offerings for their end customers.
Sell-through	Sell-through is a CCSP business model where the CCSP partner makes Red Hat software available to their end customers.
Software	Software is the Red Hat-branded software made available under the CCSP program, including all updates, that are delivered by Red Hat, in either binary or source code form or recompiled from source files that are obtained from Red Hat.
CCSP program subscriptions	CCSP program subscriptions are entitlements to software subscriptions for the partner to implement an update service in the Partner Service and provide access to Red Hat software that allows a partner to create images for end user(s) software subscriptions.
End user software subscriptions	End user software subscriptions are subscriptions consumed by the end users in the Partner Service.

Term	Definition
Updates	An update is software that can include software fixes, updates, upgrades, additions, corrections, modifications, and security advisories delivered by Red Hat when and if available.
Software maintenance	Software maintenance is the delivery of software updates.
Errata	Red Hat errata are package updates, bug fixes, and security patches for Red Hat products that have been tested and approved by Red Hat.
Technical Terms	
Socket	A socket is a physical connection that contains a central processing unit or other integrated circuit that executes instructions provided by the software.
Socket-pair	A socket-pair is two (2) sockets on a physical system.
Core	A core is a physical processing core located in a CPU or a virtual processing core within a virtual machine or supporting a container. In each case, a core contains or executes the software running for production purposes.
Virtual Core (vCore)	A virtual core is the number of virtual CPUs (vCPU) assigned to a VM.
Physical Core (pCore)	A physical core is the amount of physical core resource a VM is allowed to use. Normally, one pCore = one vCore, but some hypervisors can have an unequal allocation ratio.
System	A system is a physical or virtual system on which a user installs or execute all or a portion of the software. It includes, without limitation, a server, work station, laptop, virtual machine, blade, node, partition, appliance or engine, as applicable.
Virtual Machine/Guest	A virtual machine/guest is an instance of the software that is executed or installed on a system that is a virtual machine or virtual node.

Table 10. CCSP Terms and Definitions

About Red Hat



Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

North America	Europe, Middle East, and Africa	Asia Pacific	Latin America
1 888 REDHAT1	00800 7334 2835	+65 6490 4200	+54 11 4329 7300
www.redhat.com	europa@redhat.com	apac@redhat.com	info-latam@redhat.com

Copyright © 2019 Red Hat, Inc. Red Hat, Red Hat Enterprise Linux, the Red Hat logo, and JBoss are trademarks or registered trademarks of Red Hat, Inc. or its subsidiaries in the United States and other countries. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

All other trademarks referenced herein are the property of their respective owners.

The information contained herein is subject to change without notice. Red Hat, Inc. shall not be liable for technical or editorial errors or omissions contained herein.

Distribution of modified versions of this document is prohibited without the explicit permission of Red Hat Inc.