Red Hat Partner Subscriptions

Frequently asked questions

Question: What are Red Hat® Partner Subscriptions?

Answer: Eligible partners receive subscriptions worth thousands of dollars and include these benefits:

- A single SKU with access to 500 self-support nodes of all Red Hat product families.
- Application scenarios that include software development (to confirm Red Hat software interoperability), individual testing, internal training, and demonstrations.
- Complimentary Red Hat standard support for qualifying partners across five partner contacts.
- Subscriptions for on-premise or private cloud environment development testing.
- Partner subscriptions for all product families, most variants, package updates, errata links, generally available product add-ons, and betas, as well as Red Hat Customer Portal knowledgebase and discussion groups.

Question: How do the Red Hat Partner Subscriptions differ from not-for-resale subscriptions?

Answer: While neither subscription can be resold or used for production, Red Hat Partner Subscriptions build on the strengths of not-for-resale (NFR) subscriptions. Compared to NFR subscriptions, Red Hat Partner Subscriptions:

- Have fewer and simpler SKU configurations, which are valid for all eligible Red Hat products.
- Are available in larger quantities of 500 nodes (as defined in [Red Hat enterprise agreements](#)) to provide organization-wide coverage for non-production needs.
- Grant more uses, including software development to confirm Red Hat software interoperability and individual testing.
- Can be used on cloud platforms for private development testing and on premise.
- Come with standardized support and available [production service-level agreements (SLAs)](#) and [production scope-of-coverage (SoC)](#).

	NFR subscriptions	Red Hat Partner Subscriptions
Subscriptions	One self-support SKU per product	One self-support SKU for all product families
	On premise only	Both on premise and across clouds
	Varying entitlement quantities, which depends on the product	500 nodes entitlement per SKU, with the ability to mix and match products
Use cases	Testing, demos, internal training, product certification	All NFR use cases, as well as development to confirm interoperability and individual testing
Support (paid developer subscriptions with NFRs)	Developer support available for purchase	One complimentary Red Hat standard support for 5 contacts
	Multiple support SKUs by family	Two simplified support SKUs that include all product families: standard and premium
	Red Hat developer SoC	Red Hat production SoC

Active NFR subscriptions remain in place until the end of their 12-month term.

Question: What options are available for support?

Answer: Two partner support subscriptions are available:

- Red Hat Partner Subscriptions Support, Standard (5 contacts)—MW02040
- Red Hat Partner Subscriptions Support, Premium (5 contacts)— MW02039

These support subscriptions fall under the Red Hat Production [SoC](#) and [SLA](#).

	Affiliates*	Ready, advanced, premier, embedded, technology**
MW02049: Red Hat Partner Subscriptions (500 nodes)	One subscription available at no cost	Self-supporting base subscription
MW02040: Red Hat Partner Subscriptions Support, Standard (5 contacts)	Available for purchase	One complimentary subscription available at no cost, with additional subscriptions available for purchase
MW02039: Red Hat Partner Subscriptions Support, Premium (5 contacts)	Available for purchase	Available for purchase

The following caveats apply to Red Hat memberships:

- **Affiliates:*** Partner companies that have signed the partner agreement and Red Hat code-of-conduct but have not signed an addenda for specific business partner programs nor started a technology partner project.
- **Ready, advanced, and premier:*** Business and technology partners that have certified products or active projects.
- **Embedded:*** Partners with an active embedded partner acceptance document (PAD) and embedded appendix 1 with Red Hat.
- **Technology:*** Partners with active projects opened within the past year.
- **Distributor:*** Partners subject to the Red Hat Partner agreement and distributor program appendix.

Standard and premium support for Red Hat Partner Subscriptions can be purchased from the Red Hat store.

Question: Which use cases are valid for Red Hat Partner Subscriptions and which ones are excluded?

Answer: Partner subscriptions allow our partners to use and support Red Hat products across essential use cases, like application development (to confirm interoperability with Red Hat Software), individual testing, certification, and demonstrations.

Valid use cases	Description
Development	Prototype, develop, or individually test and reproduce technical issues with partner products or services (including open source software) to confirm compatibility, interoperability, and certification with specific Red Hat Software.
Promotional	Promote or demonstrate partner's compatibility or certification with Red Hat products.
Internal training	Training* internal personnel.

*Partner subscriptions follow the development and production use case definitions located in the [Red Hat Partner Subscriptions terms and conditions](#).

The following scenarios are not valid for partner subscriptions and support:

- Any use case not covered above.

- Delivering environments that remain with a customer.

- Delivering training to partner's customers.

- Delivering or selling customer support and/or income generating services related to Red Hat products or community versions.

- Red Hat kernel modifications.

- Production, including—but not limited to—labs, staging, and preproduction deployments.

- Proofs of concept (POC). Red Hat product trials provide software for POCs (see additional references section).

- Any use case that provides access to all employees within a partner's organization for business-related operations or activities.

A production SKU is required when valid use cases are transitioned to production. This applies to both partners' internal use or customer use. After confirming interoperability, continued development use may require production SKUs.

Question: What if I need more than 500 nodes?

Answer: Depending on your organization's partner status, you could qualify for additional no-cost Red Hat Partner Subscriptions (SKU MW02049). Contact your Red Hat account team for help.

Question: How do Red Hat Partner Subscriptions compare to other types of Red Hat subscriptions?

Answer:

	Red Hat Partner Subscriptions	Red Hat Developer Subscription for Individuals	Red Hat Developer Subscription for Teams
Best use	For partners	For individuals	For customers
Technology	All product families	All products	Red Hat Enterprise Linux®
Quantity	500 total entitlements across all products	One entitlement per product, per individual	25,000 entitlements
Use cases	Development for all product families, most variants to confirm interoperability, internal Red Hat training, and demos	Single user development, Red Hat training, and small production	Single and multiuser development
Support	Production SLA and SoC	Developer SLA and SoC	Developer SLA and SoC

Question: When should I use a partner versus a production subscription?

Answer:

Red Hat Partner Subscriptions	Red Hat Subscription for production
Application development to confirm interoperability with Red Hat Software and individual testing	Production use cases such as running corporate web servers, networking, email, and business applications, as well as system and security management
Demonstrations and product certification	Embedded partners, Software-as-a-Service (SaaS), and revenue generating applications/services
Internal partner training*	Software or services deployed on a customer's physical premises or within their cloud environment
	Revenue-generating training, consulting, or other services derived from Red Hat products
	Universal employee access within a partner's organization to run business-related operations or activities

*Distributors may use partner subscriptions for internal training, demonstrations, and training at no cost to Red Hat partners.

Question: How do I get Red Hat Partner Subscriptions added to my account?

Answer: [Click here](#) to add Red Hat Partner Subscriptions to your account, which requires authorization from your organization's designated administrator.

Question: How do I add additional users and/or organizational administrators?

Answer: Different roles can take advantage of different Red Hat Partner Support use cases:

- Technology partners: [Add a new organizational administrator](#) to your account.

- Business partners: [Add users](#)—including administrators—to your account.

- Add a new user to an existing company:

    - [Log in](#) to your Red Hat Partner Connect account.

    - In the business partner portal block select, "Join an existing partner company."

    - Select "Register for a redhat.com account."

    - Create your user ID, which must be the same company email.

    - Select your partner type— either "solution provider" or "ISV"—which will make the account visible.

    - Enter your company name.

    - Select the box next to your company.

    - Select, "submit for approval."

New contacts will receive an automated email notification to confirm the email address before the account is active.

Question: What support do embedded partners receive?

Answer: The embedded agreement reflects Red Hat Partner Subscriptions. Embedded partners should reference the Red Hat embedded agreement for terms.

Embedded partners have access to Red Hat Partner Subscriptions and will also receive one complimentary standard support SKU (MW02040) for their specific embedded solution's development. Embedded partners' production workloads require a specific Red Hat product, which is why a single Red Hat Partner Support base SKU (MW02049) with 500 entitlements is enough to meet embed development use cases. That support SKU must be tied to the ISV application development and the embedded solution's product delivery.

Question: What support do hardware partners receive?

Answer: Partners may use Red Hat Partner Subscriptions for hardware certification. Red Hat Partner Subscriptions SKU MW02049 replaces hardware program SKU MCT0786.

Original equipment manufacturer (OEM) level 3 (L3) support (SKU MCT2451) is not a part of the partner subscriptions program. New support add-on SKUs do not replace this SKU. SKU MCT2451 continues to function as defined.

Question: How do I access proofs of concept

Answer:

- [Red Hat product trial center](#): Self service trials that are activated directly by the customer. To try multiple products—and/or extend a trial—please reach out to the [Red Hat sales teams](#) on behalf of your customer.

- Red Hat product trial [frequently asked questions (FAQs)](#).

Question: What if I had additional questions?

Answer: [Create a case](#) with the Red Hat Partner acceleration desk.

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 develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. [A trusted adviser to the Fortune 500](#), Red Hat provides [award-winning](#) support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

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