

# Red Hat Partner Subscriptions

## FAQs

Last updated: Mar 29, 2024



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# Introduction

Introduction Red Hat® Partner Subscriptions provide Red Hat software products to Red Hat Partner Connect members at no cost for an expanded list of use cases.

## 1. What are Red Hat Partner Subscriptions?

Red Hat Partner Subscriptions can help Red Hat partners grow by providing Red Hat software products at no cost for an expanded list of use cases as a benefit of joining [Red Hat Partner Connect](#).

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

- **Hundreds of entitlements**—A single SKU provides access to 500 self-support nodes of all Red Hat product families.
- **Expanded use cases**—Application scenarios include software development (to confirm interoperability with Red Hat Software), individual testing, internal training, and demonstrations
- **Support**—Qualified partners receive complimentary Red Hat Standard support for five partner contacts.
- **Hybrid-cloud ready**—Subscriptions are enabled for on premise and [cloud access](#) (private development testing cloud environment).
- **Updates and resources** - Partner subscriptions include all product families and most variants, package updates, errata links, add-ons to generally-released products, access to public betas and Red Hat's Customer Portal knowledgebase, and discussion groups.

## 2. How do the Red Hat Partner Subscriptions differ from NFR subscriptions?

The Red Hat Partner Subscriptions build on the strengths of NFRs. Neither subscription can be resold or used for production. Active NFRs remain in place until the end of their 12-month term.

There are a number of benefits that Red Hat Partner Subscriptions have over NFRs:

- Fewer and simpler SKU configurations—valid for all eligible Red Hat products
- Available in larger quantities of 500 nodes (defined in the [Red Hat Enterprise Agreements](#)) to provide organization-wide coverage for non-production needs
- An expanded list of use cases including software development (to confirm interoperability with Red Hat Software) and individual testing
- Cloud accessible—you can use on your chosen cloud platform (private development testing cloud environment) and/or on-premise
- Standardized support configurations enhanced with available [Production Service Level Agreements \(SLA\)](#) and [Production Scope of Coverage \(SoC\)](#).

**Table 1:** Comparing Red Hat Partner Subscriptions with NFR subscriptions

	Partner Not-for-Resale Subscriptions (NFR)	Red Hat Partner Subscriptions (RHPS)
Subscriptions	Multiple self-support SKUs (one per product)	One self-support SKU ( includes all product families)
	On-premise only	Both on-premise and cloud-access
	Varying entitlement quantities (depending on product)	500 nodes entitlement per SKU (mix and match products)
Use cases	Test, demo, internal training, product certification	The same as NFRs plus 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: Standard and Premium. All product families included.
	Red Hat Developer Scope of Coverage	Red Hat Production Scope of Coverage

### 3. What options are available for support?

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 [Scope of Coverage](#) and [Service Level Agreement](#). The following table provides information indicating when partners qualify for no-cost versions.

**Table 2:** Red Hat Partner Subscription support options

	<b>Affiliates*</b>	<b>Ready, advanced, premier, embedded, technology**</b>
<b>Red Hat Partner Subscriptions (500 nodes) - MW02049</b>	One subscription is available at no cost	Base subscription. Self Support
<b>Red Hat Partner Subscriptions Support, Standard (5 contacts) - MW02040</b>	Available for purchase	One complimentary subscription is available, at no cost. Additional subscriptions are available for purchase.
<b>Red Hat Partner Subscriptions Support, Premium (5 contacts) - MW02039</b>	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\*\***–These include business partners and technology partners that have certified products or active projects
- **Embedded\*\*** –Partners that have an active Embedded Partner Acceptance Document (PAD) and Embedded Appendix 1 with Red Hat
- **Technology\*\*** –Partners that have active projects opened within the last year
- **Distributor\*\*** - Partners subject to the Red Hat Partner Agreement and Distributor Program Appendix

Red Hat Partner Subscription Support (Standard and Premium) can be purchased from the Red Hat store. See the partner subscriptions [home page](#) for details.

#### 4. Which use cases are valid for Red Hat Partner Subscriptions and which ones are excluded?

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

**Table 3:** Valid Red Hat Partner Subscription use cases

Valid use cases	Description
<b>Development use</b>	Use of the Subscription to prototype, develop or individually test and reproduce technical issues with Partner's products or services (including open source software) to confirm that it is compatible, interoperates with or is certified with specific Red Hat Software
<b>Promotional use</b>	Promotional use means the use of Red Hat Partner Subscriptions to promote or demonstrate the partner's compatible or certified products with Red Hat products.
<b>Internal training use</b>	Internal training use means the use of Red Hat Partner Subscriptions to train* internal personnel

\*Partner subscriptions follow the development and production use case definitions in located in the Red Hat Partner Subscriptions Terms and conditions that can be viewed accessible on the [Red Hat Partner Subscriptions home page](#).

**The following scenarios are not valid for Red Hat Partner Subscriptions and Red Hat Partner Subscriptions Support:**

- Any use case not covered above
- Delivery of environment that remains with customer
- Delivery of training to the partner's customers
- Delivery or sale of customer support and/or income generating services related to Red Hat products or community versions
- Red Hat kernel modifications
- Production use, including but not limited to labs, staging and pre-production deployments.
- Any use case that provides access to all employees within a partner's organization for run of the business related operations, or activities

A production SKU is required when a given valid use case is transitioned into production. This applies to the partner's internal use or for a customer's use. Development use after confirmation of interoperability, may require production SKUs.

## 5. What happens if I need more than 500 nodes?

Depending on your organization's partner status, you could qualify for additional no-cost Red Hat Partner Subscriptions (SKU—MW02049).

Should your organization need more, contact your Red Hat Account Team to review.

## 6. How do Red Hat Partner Subscriptions compare to other types of Red Hat subscriptions?

**Table 4:** Subscription comparisons

	<b>Red Hat Partner Subscriptions</b>	<b>Red Hat Developer Subscriptions</b>	<b>Red Hat Developer D4Teams</b>
Best use	For partners only	For any individual	For end customer teams only
Technology	All products families	All products	Red Hat Enterprise Linux only
Quantity	Entitlement quantity of 500 of any product combination	One entitlement per product per individual	Entitlement quantity of 25K for Red Hat Enterprise Linux® only
Use cases	Development for all product families and most variants (to confirm interoperability), internal Red Hat training, demos	Single user development only, Red Hat training, individual production.	Single and Multi-user development for Red Hat Enterprise Linux® only
Support	Production SLA/SoC	Developer SLA and SoC	Developer SLA and SoC

## 7. When should I use a partner vs. a production subscription?

**Table 5:** Partner vs. production subscription comparisons

Red Hat Partner Subscriptions	Red Hat "Production" Subscriptions
Application development to confirm interoperability with Red Hat Software and individual testing.	Production use cases such as running corporate web servers, networking, email, business apps, system and security management
Demos and product certification	Embedded, SaaS, and revenue generating applications and/or services
Partner internal training*	When the software or service is deployed on a customer's physical premises or cloud-procured services
	Generate revenue from delivering training, consulting services, and other services derived from Red Hat products
	Provide access to all employees within a partner's organization for run of the business related operations, or activities

\*Distributors may leverage Partner Subscriptions for internal training; and to provide partner training, at no cost, to Red Hat partners.

## 8. How do I get Red Hat Partner Subscriptions added to my account?

As your organization's designated administrator, sign into your existing partner account, at the top of the partner subscriptions [home page](#) click "request subscription".



## 9. How do I add additional users and/or organizational administrators?

With the comprehensive set of supported use cases, Red Hat recommends you invite more colleagues to access Red Hat Partner Subscriptions, especially people in product development.

- **Technology partners**— Click here to add a new organizational administrator to your account, [click here](#)
- **Business partners**—Click here to add users (including administrators) to your account, [click here](#)
- **Save time**—you can add multiple users or colleagues to your partner subscription accounts.
- **Join a new user to an existing company**—
  1. Go to: <https://connect.redhat.com/login>
  2. Click on Join an Existing Partner Company (in the business partner portal block)
  3. Select register for a [redhat.com](#) account (red button center of page)
  4. Create your User ID: Your User ID can be anything you want, however, you must use your company email to register the ID
  5. Select your partner type "Solution Provider" or "ISV" for the account to become visible to join
  6. Enter your company name
  7. Select the box next to your company / Select "Submit for Approval"
- **Note**—New contacts will receive an automated email notification to confirm the email address before the account is active for partner portal access. Please follow the link in that email to confirm.

## 10. Embedded

The Embedded Agreement has been updated to reflect Red Hat Partner Subscriptions. Embedded partners should reference the Red Hat Embedded Agreement for revised terms.

Embedded partners have access to RHPS and will also receive one complimentary Standard Support SKU MW02040, for "their specific Embedded solution's development". Understanding Embedded partners' technology production embeds a specific Red Hat product, one RHPS Base SKU MW02049, providing 500 entitlements, will suffice to meet the embed development use case. And has to be tied to the ISV application development itself & the delivery of those products as part of the Embedded solution.

## 11. Hardware Partners

Partners may leverage Red Hat Partner Subscriptions for hardware certification. Red Hat Partner Subscriptions SKU MW02049 replaces the Hardware Program SKU MCT0786.

However, OEM L3 Support SKU MCT2451 is not a part of the new Red Hat Partner Subscriptions program, nor does the new support add-ons SKUs replace this SKU. SKU MCT2451 continues to function as it is defined

## 12. Proofs of Concept

- For Proofs of Concept (POCs)
  - [RH Product trial center](#) Self-serve trials are activated directly by the customer. The need to trial multiple products and/or to extend a trial, may be requested by Red Hat sales teams on behalf of a new or existing customer.
  - RH Product Trial [FAQs](#)

## 13. Questions?

Create a [case](#) with the Red Hat Partner Acceleration Desk.