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6363 South Fiddlers Green Circle, Suite 1100
Greenwood Village, Colorado 80111
855.884.7298

Cloud Marketplace Integration Program Guide

Part I: Cloud Marketplace Integration Program

Part I contains the operational requirements for Vendors whose products are co-listed on a third-party marketplace. Updates to this guide are governed by the modification and notice provisions of the Cloud Marketplace Integration Program Terms.

1.1 About the Cloud Marketplace Integration Program

This guide describes the marketplace-specific operating requirements for Vendors making Vendor Products available through the Pax8 Marketplace using a supported Commercial Marketplace and its APIs. The Program provides an alternate integration path within the Vendor Accelerate framework and avoids a separate integration with Pax8 Vendor Marketplace APIs.

Cloud Marketplace Integration is a fulfillment and transaction program—not a separate Accelerate tier—and participation does not determine tier placement, engagement level, or benefit eligibility.

1.2 Program Governance and Related Documents

Participation is governed by the Cloud Marketplace Integration Program Terms, which control in the event of a conflict.

Link: Cloud Marketplace Integration Program Terms

This guide supplements the Vendor Accelerate Program Guide for Vendors using this integration path and governs marketplace-integration-specific operational requirements. All other provisions of the Vendor Accelerate Program Guide continue to apply.

Link: Vendor Accelerate Program Guide

Program sequence: By executing the Participation Agreement, you agree that the Vendor Accelerate Program Guide, this guide, and the Cloud Marketplace Integration Program Terms apply as applicable. Pax8 may then administratively enroll you in Vendor Accelerate, but enrollment does not constitute product approval or launch approval.

The Cloud Marketplace Integration Program Terms remain effective until terminated in accordance with their terms. The Participation Agreement and approved program records

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identify the Vendor Products, commercial commitments, and other participation details that apply.

1.3 Program Eligibility

This Program is for Vendors participating in the Vendor Accelerate framework whose eligible Vendor Products are already transactable through the selected Commercial Marketplace.

1.3a Participation and Acceptance

Participation requires satisfying the technical and operational readiness requirements for integration with the Pax8 Marketplace through a Commercial Marketplace. These requirements are launch gates, not administrative steps. If they are not met, Pax8 will identify the gaps that must be addressed before proceeding. Launch approval occurs only when Pax8 confirms in writing that the applicable onboarding and validation requirements are complete. General Availability follows launch approval and completion of the remaining launch activities.

Holding a Vendor Account alone does not qualify a Vendor for this Program.

1.3b Compliance

You must independently maintain compliance with Pax8 Trust and Security policies, regardless of any due diligence conducted by the Commercial Marketplace supporting the integration.

Pax8's standard acceptance criteria typically require evidence of SOC 2 Type II or ISO 27001. Applicable Pax8 Trust and Security requirements will be provided or identified during onboarding.

1.3c Change of Channel

A Change of Channel occurs when a transacting Pax8 Partner moves a Customer's billing source to or from Pax8. You must support this process. When the existing account is outside the Pax8 Marketplace, the Pax8 Marketplace order form identifies the account as existing and indicates that the Pax8 Partner is moving billing to Pax8. Pax8 will submit the request using the unique identifiers specified for your API workflow or through a support ticket submitted by the Pax8 Partner in the Pax8 Marketplace. You must acknowledge and respond to each request within three business days. When the account is already in the Pax8 Marketplace, including Customer migrations between Pax8 Partner accounts, you must provide Pax8 with the capability and access to complete the migration independently or, when necessary, with your team. Pax8 will closely evaluate processes that are unclear, manual, disruptive to service, or unsupported. Failure to support Change of Channel may

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affect launch approval or continued participation and may result in termination under the Cloud Marketplace Integration Program Terms.

If a Cloud Commercial Marketplace, such as Microsoft, does not support Change of Channel, the transition should generally use a cancel-and-reorder process aligned with the Customer's renewal. The Customer's existing subscription is canceled through its current billing source, and a new order is placed through Pax8 using the applicable Commercial Marketplace transaction. You must maintain a process that supports prospective partners without disrupting the standard ordering flow and work directly with each prospective partner seeking to move services to Pax8.

1.4 What You Own, What Pax8 Owns

This Program follows the shared-responsibility model used across Vendor Accelerate. You retain responsibility for your Vendor Products, Customer experience, Commercial Marketplace relationship, and Vendor-controlled systems. Pax8 operates the Pax8 Marketplace functions and Pax8-controlled integrations that enable Pax8 Partners to find, purchase, and manage your Vendor Products.

You own	Pax8 owns
Providing technical support for your Vendor Products to Pax8 Partners and Customers	Providing billing support and Pax8-controlled provisioning support through the Pax8 Marketplace, unless otherwise specified in this guide.
Your relationship with the Commercial Marketplace where your Vendor Products are listed, including your agreement and payment terms	Maintaining the corresponding Pax8 Marketplace listing, lifecycle support, and reporting visibility
Vendor Product performance, maintenance, and lifecycle management	Billing Pax8 Partners and Customers, and collecting from them
Keeping your Vendor Specific Terms current and accessible	Pax8 Partner enablement resources and Marketplace operations
Adhering to change management notification requirements in the Cloud Marketplace Integration Program Guide	Escalating refund requests on a Pax8 Partner's or Customer's behalf
Maintaining accurate product, pricing, and	Notifying you when a Pax8 Marketplace issue

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business information	requires your attention
Maintaining Vendor-controlled systems, endpoints, offer configuration, and timely responses required to receive, process, and respond appropriately to marketplace API calls	Maintaining Pax8-controlled API connections and orchestration required to transmit marketplace transactions and support successful order-to-cash processing

1.5 Approved Product Scope for Launch

You are responsible for ensuring that the required product and pricing template remains current and is submitted to vpopricing@pax8.com using the template required by Pax8. The version approved in writing by Pax8 defines the Vendor Products and related product scope approved for launch.

1.6 Changes to Approved Product Scope for Launch

You may not change approved Vendor Products or pricing after Pax8 begins integrating them into the Pax8 Marketplace. This restriction includes changes to approved SKUs, eligible regions, offer types, pricing structures, billing models, dependencies, and related implementation requirements.

Each requested change must be submitted in writing and receive Pax8's written approval before being added to the launch scope. Pax8's ability to accommodate a change depends on the launch service purchased, the request's timing and impact, complexity, and available capacity. A change is not effective until an authorized Pax8 representative provides written approval.

Planned changes to approved product scope, including adding or removing products, changing pricing or packaging, adding currency price books, expanding availability, or modifying billing or provisioning requirements, must be submitted to vpopricing@pax8.com at least 90 days before the proposed effective date.

If Pax8 does not approve the change for the current launch, your ability to partner with Pax8 is not terminated; however, the affected change may need to be deferred, separately scoped, separately priced, or addressed in a future launch phase.

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1.7 Getting Ready to Launch

Before your Vendor Products go live in the Pax8 Marketplace, we'll validate product support, offer configuration, pricing and billing, provisioning workflows, and operational dependencies. The goal is to identify gaps early, while they're easier to resolve.

Some capabilities depend on the Commercial Marketplace, platform readiness, and integration maturity. Promotional pricing, trials and NFRs, consumption billing, specialized pricing, volume commitments, one-time fees, and activation workflows may be subject to availability. We'll be clear about what's supported today as capabilities continue to evolve.

This Program is operating under an evolving operational frameworkand as such Pax8 may identify marketplace-specific requirements or dependencies that are not yet reflected in this guide. Additional requirements, dependencies, or considerations may emerge during validation, launch, or ongoing operation. Learnings will be reflected in updates to this guide.

By participating, you agree to work with Pax8 to address issues as they arise and to designate a vendor-provided Channel Account Manager as the primary contact throughout launch and ongoing participation.

Launch Investment Invoicing and Payment: Pax8 will submit the invoice request to Pax8 Finance once the project has been approved to launch following validation of the applicable systems. The invoice will be generated promptly and will be payable under Net 30 payment terms. Payment must be received in full before your solutions are made Generally Available in the Pax8 Marketplace, unless an alternative invoicing schedule or payment arrangement is documented in your Participation Agreement. If the project does not successfully achieve General Availability, any unallocated Marketing Development Fund may be returned. All other fees and costs associated with your Participation Agreement are non-refundable.

The investment detailed by your Participation Agreement constitutes a one-time charge to launch your product(s) into Pax8 Marketplace through this program.

1.7a General Availability and Ongoing Program Participation

All launch service models are designed to support the approved Vendor Products through the applicable launch-readiness process and into General Availability in the Pax8 Marketplace. General Availability occurs after Pax8 provides written launch approval, the Vendor completes all applicable onboarding, validation, launch-readiness, and remaining launch activities, and Pax8 receives any payment required before General Availability under this Participation Agreement.

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Under the Foundational Marketplace Launch and the Guided Marketplace Launch Package, the applicable launch engagement concludes at General Availability.

1.8 Where to Find the Binding Terms

This guide explains how the Program operates but does not replace the documents you accepted. The table below identifies the governing source for each obligation.

What you need	Governing source
Contract formation, Vendor Account, license, license restrictions, ordering, support, Change of Channel, billing, refunds, audit, AI, termination, confidentiality, privacy, security, warranties, indemnification, liability, governing law, notices, and precedence	Cloud Marketplace Integration Program Terms
Approved products, margin exceptions, negotiated commitments, and other Vendor-specific commercial terms	Participation Agreement
General Cloud Marketplace Integration operating and launch requirements	Part I of this guide
Microsoft-specific eligibility, validation, ordering, pricing, provisioning, change, compatibility, and marketplace requirements	Part II of this guide
AWS-specific eligibility, validation, ordering, pricing, provisioning, change, compatibility, and marketplace requirements	Part III of this guide
Accelerate tier placement, benefits, scoring, and general Vendor Accelerate requirements	Vendor Accelerate Program Guide
Customer rights and restrictions for Vendor Products	Vendor Specific Terms

1.9 Cancellations and Commitments

Do not independently cancel or terminate a subscription when the underlying Commercial Marketplace commitment does not permit cancellation. Where a Pax8 Partner has entered into a commitment through an applicable Commercial Marketplace, the corresponding marketplace terms and transaction record must be maintained. If you take action outside

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that established flow, including independently cancelling or crediting a committed subscription, Pax8 will not assume financial responsibility for obligations that remain with the applicable Commercial Marketplace.

1.10 Marketplace Relationship and Escalation

Your vendor-provided Channel Account Manager must have the context and authority to coordinate escalations across the Pax8 and applicable Commercial Marketplace order and payment chain. Your relationship with the applicable Commercial Marketplace remains your responsibility. Pax8 is not a party to that agreement, cannot resolve Commercial Marketplace issues on your behalf, and is not responsible for activity outside the Pax8 order flow.

1.11 Regional and Time Zone Support

To offer your products in a Pax8-supported region, your team must be able to technically support the product and its marketplace integration within the applicable regional time zones.

1.12 Keeping Records Straight

Both parties must maintain the records required under the Cloud Marketplace Integration Program Terms. The Cloud Marketplace Integration Program Terms includes the applicable audit and verification rights, as well as the applicable basis, scope, frequency, notice, confidentiality, and cost allocation.

Part II: Microsoft Cloud Marketplace Integration

Part II contains the Microsoft-specific operational requirements for Vendor Products offered through the Microsoft Commercial Marketplace. These requirements supplement Part I.

2.1 About the Microsoft Cloud Marketplace Integration

Together with Pax8, you are making eligible Vendor Products transactable through the Pax8 Marketplace via the Microsoft Commercial Marketplace.

You and Pax8 each maintain separate agreements, rights, and obligations with Microsoft.

You must remain in good standing with Microsoft to remain eligible for this Program. Loss, suspension, or restriction of the Microsoft status required to support transactions may result

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in suspension of onboarding, launch, or affected transactions and may result in termination in accordance with the Cloud Marketplace Integration Program Terms.

This section supplements Part I by identifying the Microsoft agreements that govern each party's independent marketplace obligations. Participation in Vendor Accelerate and acceptance of this guide do not alter those obligations, which are described in the documents below.

(i) The Microsoft Publisher Agreement available at https://learn.microsoft.com/en-us/legal/marketplace/msft-publisher-agreement

(ii) The Third Party Offer section of the Microsoft CSP Program Guide available at https://go.microsoft.com/fwlink/p/?LinkId=617100

2.2 How Ordering Works

Under the Microsoft Cloud Marketplace Integration Program, orders flow from the Pax8 Marketplace through the Microsoft Commercial Marketplace rather than directly through the Pax8 Vendor Marketplace API. You do not need to integrate with the Pax8 ordering API, but any other Pax8 integration requirements identified in this guide still apply.

Because orders flow through a Commercial Marketplace, it is important to preserve the automated transaction record. Three situations can disrupt that record:

1. Accepting a cancellation that the Microsoft Commercial Marketplace does not support
2. Provisioning a subscription outside the automated flow for a Pax8 Partner or Customer who purchased through the Pax8 Marketplace.
3. Adjusting your products or offerings within the Microsoft Commercial Marketplace without following the required Pax8 Marketplace change-management process

If any of these situations occurs, you owe Pax8 a credit for the affected subscription fees. The credit becomes refundable if and when the Microsoft Commercial Marketplace refunds Pax8. Keep cancellations and provisioning within the supported marketplace flow.

2.3 Automation and Provisioning

The Pax8 Marketplace relies on automation to deliver the expected Pax8 Partner experience. Your systems must receive, process, and return an appropriate response to every API call initiated through the Pax8 Marketplace and routed through the Microsoft Commercial Marketplace.

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For Vendor Products transacted through the Microsoft Commercial Marketplace, you must enable automatic activation links on the applicable Microsoft offer. Microsoft sends the activation link to Pax8 as part of the order flow, and Pax8 passes it to the Pax8 Partner. Currently, Pax8 provides the link through a support ticket;we may include it in the order confirmation notification at a later time as the Program continues to evolve.

The activation link must direct the Pax8 Partner to a Vendor-managed landing page where the Partner can provide the information the Vendor requires to complete provisioning. You are responsible for maintaining the offer configuration, activation link, landing page, and downstream workflow needed to collect that information and complete provisioning.

Failure to maintain required automation may affect launch approval or continued participation and may result in termination in accordance with the Cloud Marketplace Integration Program Terms. Applicable transactions include net-new orders, subscription changes, cancellations, renewals, and other supported Microsoft marketplace API actions.

2.4 How You Get Paid

Pax8 does not pay you directly for Vendor Products sold through this Program. Pax8 bills and collects from Pax8 Partners and Customers, Microsoft invoices Pax8 for orders fulfilled through its platform, and Pax8 pays Microsoft under its standard payment terms. Microsoft pays you according to your agreement with it.

Your payment timing and collections are managed by Microsoft. Payment delays or disputes between you and Microsoft must be resolved directly with Microsoft. If Pax8 has a billing dispute with Microsoft involving your Vendor Products, Pax8 may require your timely and accurate assistance to resolve it.

Refunds follow the same chain in reverse. Pax8 escalates eligible refund requests through Microsoft for your approval. Approvals must not be unreasonably withheld or delayed. If you decline a refund, Pax8 is not responsible for funding that refund on your behalf.

2.5 Pricing and Margin

Pricing and margin for the Microsoft Cloud Marketplace Integration Program follow the requirements in this guide because co-listed products have a different commercial and technical model.

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2.5a Margin

Your Margin is documented in your Participation Agreement and applies independently of any margin, fees, or other commercial terms you have with Microsoft. Your Microsoft agreement does not modify the margin owed to Pax8, which you must maintain.

2.5b Pricing and Product Information

For Microsoft-integrated Vendor Products, Pax8 maintains its own source of truth for products, packaging, and pricing, separate from the Microsoft Commercial Marketplace catalog. You must complete the Pax8 product and pricing template accurately and submit it with your Participation Agreement.

A separate Participation Agreement is not required for each region or currency. The approved product and pricing template determines the products, regions, and currencies in scope for the Program.

Inclusion in a submitted product and pricing template does not establish approval. Scope is established only by the version approved in writing by Pax8.

The details in your product and pricing template, Pax8's internal records, your Pax8 Marketplace Catalog rate plan, and your Microsoft AppSource published pricing must remain accurate and consistent.

2.6 Known Behaviors and Compatibility Considerations

The following subsections identify Microsoft marketplace behaviors, supported models, limitations, and evaluation considerations that may affect compatibility with this integration path. An offering outside the primary supported path may require additional technical, commercial, or operational validation. Pax8 may require changes, decline launch approval, or suspend or terminate participation if an applicable known behavior or compatibility issue is not resolved, in accordance with the Cloud Marketplace Integration Program Terms and other governing documents.

2.6a Availability in the Microsoft Commercial Marketplace

Products and services participating in this Program must be listed and commercially available in the Microsoft Commercial Marketplace, with published pricing available through Microsoft AppSource. A listing alone does not establish compatibility with the Pax8 integration path.

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You are solely responsible for creating and maintaining each offering listed in Microsoft AppSource and for keeping it accurate and consistent with the corresponding offering in the Pax8 Marketplace.

Microsoft may support additional purchasing models, including custom quoting, private or negotiated pricing, and offerings that require additional scoping. Availability through Microsoft does not automatically mean that the model is supported by Pax8.

Pax8 will validate each proposed offering against the commercial, pricing, provisioning, and operational requirements of this Program before approving it for launch. Offerings that require custom quoting, scoping, negotiated terms, or other processes outside the standard published-price transaction flow require additional evaluation.

2.6b Entitlement and Arrears-Based Products

The primary supported model is entitlement-based Vendor Products provisioned at the Customer level.

Pax8 is willing to evaluate arrears-based or usage-based integration models; however, these models are less established within this integration path and require additional technical and operational review.

2.6c Trials

Trials are not supported as a standard capability of this Program. Pax8 Marketplace and the Microsoft Commercial Marketplace do not provide a coordinated trial lifecycle.

Pax8 specifically seeks to avoid models in which a trial begins outside the supported transaction flow and must later be migrated into the Pax8 Marketplace when it becomes billable. If your offering requires this type of trial experience, Pax8 may evaluate it as an exception and require additional validation.

2.6d NFR and “Sell-to” the Pax8 Partner

NFR offerings and standard “sell-to” the Pax8 Partner scenarios are not supported through this Program. The Microsoft Commercial Marketplace places restrictions on scenarios in which an MSP purchases or provides products to itself, which may affect compatibility with Pax8 NFR and “sell-to” models.

If your offering requires a “sell-to” component, Pax8 may evaluate the use case and require additional technical and commercial review.

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2.6e Promotional and Special Pricing

Promotional pricing, SPIF pricing, and other temporary or special pricing structures are not supported through this Program.

Pax8 can support differentiated offerings when they are established as independent products or offers with their own defined pricing, such as a dedicated nonprofit offering. Temporary adjustments to the rate plan of an existing core offering are not supported through this integration path.

2.6f Currencies and FX Conversion

Pax8 does not perform FX conversion to create additional currency price books for products using this integration path.

If you need to transact an offering in another currency, the corresponding offering and pricing must be established within the Microsoft Commercial Marketplace and coordinated with Pax8 as part of your product and pricing configuration.

2.6g Provisioning and Activation

The Pax8 Marketplace and the Microsoft Commercial Marketplace support automated provisioning, but successful license activation within the Customer environment requires additional compatibility and acceptance criteria. The end-customer must have a Microsoft end customer tenant to provision and activate vendor solutions through this integration path.

Your provisioning and activation workflow will therefore receive particular attention during validation. The transacting Pax8 Partner must have the appropriate credentials and be able to accept and activate the license within the Microsoft tenant where it is provisioned.

The Vendor is responsible for ensuring that successfully provisioned licensing can be activated by the purchasing Partner or Customer. Pax8 cannot account for licenses that have been successfully provisioned but have not been successfully activated. Once provisioning is successfully completed, indicated by a true/yes/active response from Microsoft APIs to Pax8 Marketplace, Pax8 billing begins regardless of activation status.

You must immediately identify and resolve any misconfigured offer or related vendor-controlled issue that causes or contributes to a provisioning or activation failure.

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Additional provisioning and activation requirements will be evaluated through the marketplace launch process and applicable Microsoft guidance.

2.6h Commitments and Complex Commercial Models

The Microsoft Commercial Marketplace has structured requirements that may affect compatibility with models involving minimum commitments, volume-based pricing, partner enrollment requirements, acceptance criteria, or other specialized commercial conditions.

Pax8 may evaluate these requirements as part of your proposed offering, but they require additional technical, commercial, and operational review.

Part III: AWS Cloud Marketplace Integration

Part III contains the AWS-specific operational requirements for Vendor Products offered through the AWS Commercial Marketplace. These requirements supplement Part I.

3.1 About the AWS Cloud Marketplace Integration

Together with Pax8, you are making eligible Vendor Products transactable through the Pax8 Marketplace via the AWS Commercial Marketplace.

You and Pax8 each maintain separate agreements, rights, and obligations with AWS.

You must remain in good standing with AWS to remain eligible for this Program. Loss, suspension, or restriction of the AWS status required to support transactions may result in suspension of onboarding, launch, or affected transactions and may result in termination in accordance with the Cloud Marketplace Integration Program Terms.

This section supplements Part I by identifying the AWS agreements that govern each party's independent marketplace obligations. Participation in Vendor Accelerate and acceptance of this guide do not alter those obligations, which are described in the documents below.

(i) The AWS Marketplace Seller Service Terms available at https://aws.amazon.com/legal/seller-terms/

(ii) The ISV Authorized on AWS Marketplace guide available at: https://external-mp-channel-partners.s3-us-west-3.amazonaws.com/ISV+Facing+CPPO+Content/ISV+Self+Service+Authorization.pdf

(iii) The standard EULA from AWS Marketplace listings is available at: https://s3.amazonaws.com/aws-mp-standard-contracts/Standard-Contact-for-AWS-Marketplace-2022-07-14.pdf

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(iv) CPPO overview is available at: https://docs.aws.amazon.com/marketplace/latest/userguide/channel-partner-offers.html

3.2 AWS Marketplace Key Terms

1. CPPO refers to the Channel Partner Private Offer Product refers to the ISV (your) product listing on AWS Commercial Marketplace
2. Seller refers to Pax8 (us) as the Seller/Channel Partner of the Product through the AWS Commercial Marketplace
3. Buyer refers to a Pax8 Partner or Customer purchasing the private offer listing
4. Authorization refers to the ISV (you) allowing the Seller Pax8 (us) to resell your product listing through the AWS Commercial Marketplace
5. ISV AWS Commercial Marketplace account refers to the ISV's AWS account where its AWS Marketplace Management Portal is located. The account has a 12-digit identifier.
6. Pax8 AWS Commercial Marketplace account refers to Pax8's AWS account where the Pax8 AWS Marketplace Management Portal is located. The account ID is 342755710404.

3.3 How Ordering Works

Under the AWS Cloud Marketplace Integration Program, orders flow from the Pax8 Marketplace through the AWS Commercial Marketplace rather than directly through the Pax8 Vendor Marketplace API. You do not need to integrate with the Pax8 ordering API, but any other Pax8 integration requirements identified in this guide still apply.

Because orders flow through a Commercial Marketplace, it is important to preserve the automated transaction record. Four situations can disrupt that record:

1. Accepting a cancellation that the AWS Commercial Marketplace does not support
2. Provisioning a subscription outside the automated flow for a Pax8 Partner or Customer who purchased through the Pax8 Marketplace.
3. Adjusting the product or offerings authorization from ISV AWS Commercial Marketplace account to Pax8 AWS Commercial Marketplace account
4. Adjusting your products or offerings within the AWS Commercial Marketplace without following the required Pax8 Marketplace change-management process

If any of these situations occurs, you owe Pax8 a credit for the affected subscription fees. The credit becomes refundable if and when the AWS Commercial Marketplace refunds Pax8. Keep cancellations and provisioning within the supported marketplace flow.

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Greenwood Village, Colorado 80111
855.884.7298

3.4 Automation and Provisioning

The Pax8 Marketplace relies on automation to deliver the expected Pax8 Partner experience. Your systems must receive, process, and return an appropriate response to every API call initiated through the Pax8 Marketplace and routed through the AWS Commercial Marketplace. If a support ticket is opened, your team must promptly acknowledge it and investigate, act on, and resolve or meaningfully advance the issue within a reasonable time based on its severity and operational impact.

For Vendor Products transacted through the AWS Commercial Marketplace, you must provide Pax8, as Seller, with a blanket authorization for each listing so Pax8 can scale private offers. Each authorization must meet the following conditions:

- 1-year minimum time limit
- Product type is SaaS
- Listing contains a User dimension
- All product information is accurate and correct

Failure to maintain required automation may affect launch approval or continued participation and may result in termination in accordance with the Cloud Marketplace Integration Program Terms. Applicable transactions include net-new orders, subscription changes, cancellations, renewals, and other supported AWS marketplace API actions.

3.5 How You Get Paid

Two billing scenarios apply:

Where Pax8 is the Billing Entity through an AWS Distribution Resale agreement

When Pax8 is the billing entity under an AWS resale agreement, Pax8 bills and collects from Pax8 Partners and Customers, AWS invoices Pax8 for orders fulfilled through its platform, and Pax8 pays AWS under its standard payment terms. AWS pays you according to your agreement with it.

Your payment timing and collections are therefore managed by the AWS Commercial Marketplace. Payment delays or disputes between you and the AWS Commercial Marketplace must be resolved directly with AWS. If Pax8 has a billing dispute with the AWS

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Commercial Marketplace involving your Vendor Products, we may require your timely and accurate assistance to resolve it.

Refunds follow the same chain in reverse. Pax8 escalates eligible refund requests through the AWS Commercial Marketplace for your approval. We ask that approvals not be unreasonably withheld or delayed. If you decline a refund, Pax8 is not responsible for funding that refund on your behalf.

Where Pax8 is not the AWS Billing Entity (i.e. in a geography Pax8 is not distributor resale authorized with AWS)

When Pax8 is not the AWS billing entity, AWS invoices the AWS account owner under that account owner's payment terms. AWS then pays you according to your agreement with the AWS Commercial Marketplace. Pax8 does not pay you directly for Vendor Products sold through this Program.

Your payment timing and collections are managed by the AWS Commercial Marketplace. Payment delays or disputes between you and AWS must be resolved directly with AWS. If the AWS account owner has a billing dispute involving your Vendor Products, you and the AWS account owner are responsible for resolving it.

Refunds follow the same chain in reverse. The AWS account owner escalates eligible refund requests through the AWS Commercial Marketplace for your approval. Approvals must not be unreasonably withheld or delayed. If you decline a refund, Pax8 is not responsible for funding that refund on your behalf.

3.6 Pricing, Margin, and AWS Authorization

Pricing and margin for the AWS Cloud Marketplace Integration Program follow the requirements in this guide because co-listed products have a different commercial and technical model.

3.6a Margin

Your Margin is documented in your Participation Agreement and applies independently of any margin, fees, or other commercial terms you have with AWS. Your AWS agreement does not modify the margin owed to Pax8, which you must maintain.

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6363 South Fiddlers Green Circle, Suite 1100
Greenwood Village, Colorado 80111
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3.6b Pricing and Product Information

For AWS-integrated Vendor Products, Pax8 maintains its own source of truth for products, packaging, and pricing, separate from the AWS Commercial Marketplace catalog. You must complete the Pax8 product and pricing template accurately and submit it with your Participation Agreement.

A separate Participation Agreement is not required for each region or currency. The approved product and pricing template determines the products, regions, and currencies in scope for the Program.

Inclusion in a submitted product and pricing template does not establish approval. Scope is established only by the version approved in writing by Pax8.

The details in your product and pricing template, Pax8's internal records, your Pax8 Marketplace Catalog rate plan, and your AWS Commercial Marketplace authorization ID must remain accurate and consistent. You are responsible for maintaining this alignment by following the processes in this Section 3.6. If these records are inconsistent, Pax8 may suspend launch or implementation of the affected change until the discrepancy is resolved. Unless otherwise agreed in writing, the applicable Pax8 Marketplace transaction record and governing product and pricing template will continue to control existing subscriptions.

3.6c AWS Authorization Change Restrictions

The AWS blanket authorization supporting Pax8's resale must remain active and unchanged. In addition to the change-management requirements in Part I, you may not revoke, replace, narrow, or otherwise modify the authorization without Pax8's prior written approval and advance coordination.

3.7 Known Behaviors and Compatibility Considerations

The following subsections identify AWS marketplace behaviors, supported models, limitations, and evaluation considerations that may affect compatibility with this integration path. An offering outside the primary supported path may require additional technical, commercial, or operational validation. Pax8 may require changes, decline launch approval, or suspend or terminate participation if an applicable known behavior or compatibility issue is not resolved, in accordance with the Cloud Marketplace Integration Program Terms and other governing documents.

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3.7a Availability in the AWS Commercial Marketplace

Products and services participating in this Program must be listed and commercially available in the AWS Commercial Marketplace. A listing alone does not establish compatibility with the Pax8 integration path.

You are solely responsible for creating and maintaining each offering listed in AWS Commercial Marketplace and for keeping it accurate and consistent with the corresponding offering in the Pax8 Marketplace.

AWS may support additional purchasing models, including custom quoting, bespoke pricing, and offerings that require additional scoping. Availability through AWS does not automatically mean that the model is supported by Pax8.

Pax8 will validate each proposed offering against the commercial, pricing, provisioning, and operational requirements of this Program before approving it for launch. Offerings that require custom quoting, scoping, negotiated terms, or other processes outside the standard published-price transaction flow require additional evaluation.

3.7b Entitlement and Arrears-Based Products

The primary supported model is entitlement-based Vendor Products provisioned at the Customer level.

Pax8 is willing to evaluate arrears-based or usage-based integration models; however, these models are less established within this integration path and require additional technical and operational review.

3.7c Trials

Trials are not supported as a standard capability of this Program. Pax8 Marketplace and the AWS Commercial Marketplace do not provide a coordinated trial lifecycle.

Pax8 specifically seeks to avoid models in which a trial begins outside the supported transaction flow and must later be migrated into the Pax8 Marketplace when it becomes billable. If your offering requires this type of trial experience, Pax8 may evaluate it as an exception and require additional validation.

3.7d Promotional and Special Pricing

Promotional pricing, SPIF pricing, and other temporary or special pricing structures are not supported through this Program.

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6363 South Fiddlers Green Circle, Suite 1100
Greenwood Village, Colorado 80111
855.884.7298

Pax8 can support differentiated offerings when they are established as independent products or offers with their own defined pricing, such as a dedicated nonprofit offering. Temporary adjustments to the rate plan of an existing core offering are not supported through this integration path.

3.7e Currencies and FX Conversion

Pax8 does not perform FX conversion to create additional currency price books for products using this integration path, and AWS uses USD as its default currency.

3.7f Provisioning and Activation

The Pax8 Marketplace and the AWS Commercial Marketplace support automated provisioning, but successful license activation within the Customer environment requires additional compatibility and acceptance criteria. The end-customer must have an AWS end customer account to provision and activate vendor solutions through this integration path.

The Vendor is responsible for ensuring that successfully provisioned licensing can be activated through blanket authorization. Pax8 cannot account for licenses that have been successfully provisioned but remain inactivated. Once provisioning is successfully completed, indicated by a true/yes/active response from AWS APIs to Pax8 Marketplace, Pax8 billing begins regardless of activation status.

You must immediately identify and resolve any misconfigured offer or related vendor-controlled issue that causes or contributes to a provisioning or activation failure.

Additional provisioning and activation requirements will be evaluated through the marketplace launch process and applicable AWS guidance.

Expectations are set by your agreement with the AWS Cloud Marketplace. Pax8 will not accept financial liability for vendor failure to address provisioning and activation of transactions through this program.

3.7g Commitments and Complex Commercial Models

The AWS Commercial Marketplace has structured requirements that may affect compatibility with models involving minimum commitments, volume-based pricing, partner enrollment requirements, acceptance criteria, or other specialized commercial conditions.

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Pax8 may evaluate these requirements as part of your proposed offering, but they require additional technical, commercial, and operational review.