



VOYAGER
ALLIANCE

Programme Guide

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Introduction

Welcome! The purpose of this guide is to help you successfully navigate Pax8 Voyager Alliance, our innovative partner programme.

Exactly what you need. Exactly when you need it.

Pax8 Voyager Alliance is a partner programme built to fuel your success and grow with your ambitions on a scalable, strategic path. Our tiered programme unlocks curated enablement and education, and enhanced levels of service tailored to your specific needs. With Pax8 Voyager Alliance, you will receive support and benefits designed for every stage of your business.






Tier Overview

Pax8 Voyager Alliance is tier-based to provide you with access to specific benefits tailored to your business. The programme begins with the Alliance Membership. As you grow, you become eligible for four Partner tiers – Ignite, Velocity, Titan, and Galactic. To understand how your tier is assigned, see “[How it Works](#).”

Viewing Your Tier

You can find your initial tier by clicking on the Pax8 Voyager Alliance tab in your Partner Profile in the [Pax8 Marketplace](#), where you can also see your monthly spend amount.

Only your Partner Admins and your Primary Partner Admins will be able to view your tiering information.

	 ALLIANCE MEMBER	 IGNITE PARTNER	 VELOCITY PARTNER	 TITAN PARTNER	 GALACTIC PARTNER
Marketplace of the future Access to the award-winning Pax8 Marketplace	€/£ 30 mo.	Free	Free	Free	Free
Vendor NFR licences Dozens of free or low cost NFR options, with automated provisioning	✓	✓	✓	✓	✓
Academy Access to world class education	On-demand	Full access	5% tiered pricing	10% tiered pricing	15% tiered pricing
Technical support Industry-leading team of experts to help you solve any technical issue big or small	✓	✓	Elevated	Elevated	Premium
Account management Pax8 rep assigned to you to help your business grow, reduce risk, and be efficient	Customer service	✓	✓	✓	Strategic account management
Events Access to world-class events and curated experiences	✓	✓	✓	✓	Premium
Professional Services Add extra bandwidth and expertise to your team		✓	10% tiered pricing	20% tiered pricing	25% tiered pricing
Partner Network Help shape the future of Pax8		Partner Voice	Partner Voice	Partner Advisory Council	Partner Advisory Council
Payment flexibility Enjoy extended terms with Pax8 (subject to credit check and payment method)			30 Days	30 Days	45 Days

For specific details in the currency of your country region, please [click here](#).

All Alliance Members are required to pay a monthly Marketplace fee. This fee varies regionally. For more information, please review our [pricing and currency chart](#).

Benefits

Unlock the full potential of Pax8 Voyager Alliance with these benefits:

Marketplace of the Future

Everyone enrolled in Pax8 Voyager Alliance has access to the Pax8 Marketplace, a revolutionary new AI-powered platform with an intuitive interface and powerful tools, including enterprise-grade solutions, Professional Services and support, and AI-enabled commerce capabilities that redefines how you manage your business and capitalise on opportunities to directly engage your customers.

You can find additional information about the benefits of the Pax8 Marketplace [here](#).

Vendor Not for Resale (NFR) Licences

All Alliance Members and Ignite, Velocity, Titan, and Galactic Partners in Pax8 Voyager Alliance have access to “Not for Resale” (NFR) licences that allow you, at no charge, to gain hands-on experience, and fully understand the features and benefits of certain enterprise grade solutions before you recommend them to your customers. Your access to these NFR licences allows you to test innovative solutions, making it easier for you to stay on the cutting-edge of technology. NFRs are subject to availability and to any vendor requirements or terms applicable to them.

Pax8 Academy

Pax8 Academy is a strategic resource for our partners to grow their businesses. As a part of this programme, you will gain access to our comprehensive library of educational content with Pax8 Academy On-Demand. Other Pax8 Academy Services may be available to you, with pricing based on your tier.

Access to and pricing for Pax8 Academy services is based on your tier:

- Alliance Member: on-demand Pax8 Academy only (free of charge)
- Ignite Partner: full access to all Pax8 Academy services at list price
- Velocity Partner: 5% tiered pricing on fee-based Pax8 Academy services
- Titan Partner: 10% tiered pricing on fee-based Pax8 Academy services
- Galactic Partner: 15% tiered pricing on fee-based Pax8 Academy services

Pax8 does not guarantee the availability of Pax8 Academy services.
Certain Pax8 Academy services are fee-based.

More information on the wide range of Pax8 Academy offerings is available [here](#).

Partner Support

In 2025, we will launch new tier-based support in the Voyager Alliance tailored to meet your needs, which will include Standard, Elevated, and Premium levels.

Standard Support

If you are an Alliance Member or an Ignite Partner, you will have access to Standard Support, which will provide you with access to certified experts on a year-round basis, 24-hours per day, Monday through Friday to assist you with all of your questions about the Pax8 Marketplace, billing, ordering, solutions, and products.

Elevated Support

If you are a Velocity or Titan Partner, you will enjoy our Elevated Support, which offers a preferred channel with certified experts on a year-round basis, 24/7, so that you have access to help whenever you need it.

Premium Support

If you are a Galactic Partner, you will be eligible for Premium Support, which will provide you with an elevated, prioritised experience designed to resolve your issues faster and more effectively. On a year-round basis, 24/7, we will route your support cases to our most experienced specialists, ensuring expert-level assistance from start to finish. We want to minimise your downtime and allow you to focus on running your business while we handle the heavy lifting.

Account Management

At Pax8, we want to help you grow your business, reduce risk, and drive profitability at every tier:

Alliance Members	If you are an Alliance Member, coming in early 2025, you will have access to our Partner Success team through our online platform to help you get rapid responses to your questions and service requests.
Ignite, Velocity, and Titan Partners	If you are an Ignite, Velocity, or Titan Partner, you will have an Account Manager assigned to you and your team to provide you with support tailored for your business needs.
Galactic Partners	If you are a Galactic Partner, you will be assigned a Strategic Account Management team, which will provide you with senior-level expertise to help you navigate complex business opportunities and strategies. Coming in early 2025, your Pax8 team will also include a Technical Account Manager who will be your escalation point for support tickets, assist you as you optimise your use of the Pax8 Marketplace, serve as your liaison with the Pax8 Professional Services team, and more.

Pax8 Events Access

As part of Pax8 Voyager Alliance, you are invited to all Pax8 events. Below are recommendations for Pax8 events by tier to help you elevate your business through learning, networking, and growth opportunities.

Alliance Members

If you are an Alliance Member, we recommend our *Launch Briefings* and *Mission Briefings*, perfect for kickstarting your journey with Pax8.

Ignite Partners

If you are an Ignite Partner, we recommend attending *Momentum*, so you can build your technical and sales practices.

Velocity Partners

If you are a Velocity Partner, we recommend attending *Beyond*, our premier event that delivers powerful innovation, community, and growth strategies.

Titan Partners

If you are a Titan Partner, in addition to all the events listed above, you will be eligible for one free pass to our premier event, *Beyond*.

Galactic Partners

If you are a Galactic Partner, in addition to all the events listed above, you will be eligible for three free passes to our premier event, *Beyond*.

All events are subject to availability and, unless otherwise noted above, may require payment of registration fees or ticket purchase and acceptance of and adherence to event policies. In addition, any free passes to *Beyond* for which you may be eligible are subject to your timely registration for the event.

Pax8 Professional Services

If you are an Ignite, Velocity, Titan, or Galactic Partner, Pax8 Professional Services provides you with a wide range of project services designed and packaged to provide you with extra bandwidth and expertise on your team. Whether it is security, infrastructure, Microsoft Modern Workplace, Business Applications, or data and AI migrations and implementations, we are here to help.

The pricing for Pax8 Professional Services is based on your tier:

Ignite Partner Standard pricing	Velocity Partner 10% off standard pricing	Titan Partner 20% off standard pricing	Galactic Partner 25% off standard pricing
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Your use of Pax8 Professional Services is subject to [terms and conditions](#).

To find out more about our Pax8 Professional Services, please visit the [website](#) or check out the no-cost Pax8 Professional Services engagement SKU in the Pax8 Marketplace and our team will be in touch.

Pax8 Partner Network

Our Pax8 Partner Network is your opportunity to influence the Pax8 roadmap, this could include invitations to respond to surveys, joining in beta testing, or meeting Pax8 executives. Pax8 leverages this important network to understand partner sentiment, receive partner feedback on Pax8 initiatives, and implement your feedback to improve the Pax8 Marketplace experience.

Partner Voice

If you are an Ignite, Velocity, Titan, or Galactic Partner, we invite you to share your feedback with us through surveys, focus groups, and beta testing opportunities.

Partner Advisory Council

If you are a Titan or Galactic Partner, you will be eligible for exclusive, invite-only opportunities to meet with Pax8 on a recurring basis to discuss current and future initiatives and to impact high-level decisions that impact the Pax8 Marketplace.

How It Works

Here is how we determine your tier:

Tier Assignment – Existing Partners

We use your monthly spend to determine your Pax8 Voyager Alliance tier. To calculate monthly spend, Pax8 averages your monthly subscription and arrears charges for the prior three months on a rolling basis, including the monthly amortised value of active paid-in-full subscriptions. Here are some examples of how these charges may appear on your invoices.

Arrears Charge Example:

Order/PO#	Trx Date	Billing Period	SKU	Item Description	Term	Qty	UOM	Unit Price	Total
		2020-09-01 to 2024-09-30	AAA-BBB-CCC-A100	SaaS Company 1 - Arrears Charge	One-Time	7.0000	Endpoint	€/£ 5,000	€/£ 35,000

Explanation: SaaS Company 1 arrears charges are generated based on usage. The total partner cost of €/£ 35 applies towards monthly spend.

Monthly Subscription Example:

Order/PO#	Trx Date	Billing Period	SKU	Item Description	Term	Qty	UOM	Unit Price	Total
		2024-10-01 to 2024-10-31	DDD-EEE-FFF-B100	SaaS Company 2 - Apps for Business	Monthly	4,000	User	€/£ 10,000	€/£ 40,000

Explanation: SaaS Company 2 monthly subscriptions renew every month. The total partner cost of €/£ 40 applies towards monthly spend.

Paid-in-Full Subscription Example:

Order/PO#	Trx Date	Billing Period	SKU	Item Description	Term	Qty	UOM	Unit Price	Total
		2024-07-01 to 2025-06-30	GGG-HHH-III-C100	SaaS Company 3 - Apps for Business	Annual	7,000	User	€/£ 120,000	€/£ 840,000

Explanation: SaaS Company 3 paid-in-full subscriptions are paid up front and only appear on the invoice the month they renew. The total partner cost of €/£ 840 is divided by the length of the term (12 months) and applied to all months within the billing period (€/£ 70 mo).

The partner in this scenario has a monthly spend of €/£ 145 for the month of October. If nothing is added or cancelled in November or December, the partner's average monthly spend would be €/£ 145.

The monthly spend calculation for your initial tier may differ from the information set forth in the charts above. All calculations are based on internal Pax8 data and may be adjusted at the discretion of Pax8.

What is NOT included in monthly spend?

- One-time charges
- Monthly prorated charges
- Sales tax and VAT
- Service credits and charges

New Partner Welcome Period

When you transact for the first time as a new Pax8 partner, you will enjoy an introductory Welcome Period during which you will be able to explore the Pax8 Voyager Alliance programme with broad access to its benefits. This Welcome Period will last three months, at which point, you will be placed into a tier based on your monthly spend during the third month of your Welcome Period.

In addition, during the Welcome Period, you will not be charged a Pax8 Marketplace fee or a credit card surcharge regardless of your monthly spend.

Tier Promotion and Relegation

Tier Promotion

Unless you are in a Welcome Period, at the end of each month, Pax8 will evaluate your three-month average monthly spend and determine your Pax8 Voyager Alliance tier. If your monthly spend qualifies you for a higher tier, you will be promoted to that tier on the 1st day of the next month, and we will automatically update your tier in your Pax8 Voyager Alliance dashboard.

If your new Pax8 Voyager Alliance tier entitles you to extended payment terms, you can request them by contacting your Channel Account Manager (CAM) or by opening a support ticket. Requests for extended payment terms are subject to a credit check and Pax8 approval. Pax8 reserves the right to deny a request for extended payment terms or revoke approved extended payment terms for any reason.

Tier Relegation

Each March, Pax8 will review your prior three-month average monthly spend to assess your Pax8 Voyager Alliance tier. If your average spend is less than the threshold for your current tier, you will be moved to the appropriate lower tier starting on the 1st of the following month.

NOTE: While you can be promoted to a higher tier, you can only be relegated to a lower tier once per year.

Payment Method and Payment Terms

The payment methods for each region by tier are as follows:

EMEA

	Welcome Period	Alliance Member	Ignite Partner	Velocity Partner	Titan Partner	Galactic Partner
Eligible for Extended Payment Terms	No	No	No	Yes. Net 30 if paying by direct debit (BACS) and autopay- enabled	Yes. Net 30 if paying by direct debit (BACS) and autopay- enabled	Yes. Net 45 if paying by direct debit (BACS) and autopay- enabled
Surcharge	No	No	No	No	No	No

Credit Card Surcharge

If you are an Ignite, Velocity, Titan, or Galactic Partner and you are located in the U.S. and Canada, your credit card payments may be subject to surcharge. The credit card surcharge fee is listed on your Pax8 invoice. If you are an Alliance Member, your credit card payments are not subject to the credit card surcharge. However, if you are an Alliance Member, you are required to pay the Pax8 Marketplace fee.

Our surcharge framework considers the complex rules around surcharge, including card issuer rules, federal and provincial rules in Canada, and state and federal laws in the U.S. We do not surcharge credit card payments in jurisdictions where surcharge of business-to-business transactions (also called merchant-to-merchant transactions) is prohibited. Certain states in the U.S. have laws prohibiting surcharge that were deemed unconstitutional and unenforceable by federal courts. Pax8 surcharges in those states.

If you pay by credit card, a surcharge may be added on the invoice date. If you update your payment method after an invoice is issued, any surcharge adjustments will appear on your next invoice.

Payment Terms

Standard payment terms are Net 10, meaning that payments must be made within 10 days of the applicable invoice date. If you are an Alliance Member or an Ignite Partner, you are not eligible for extended payment terms.

See the [tables](#) for the available payment methods by region.

If your Partner tier entitles you to extended payment terms, you may make a request for the extended payment terms by contacting your CAM or by opening a support ticket. Requests for extended payment terms are subject to a credit check and Pax8 approval. Pax8 reserves the right to deny a request for extended payment terms or revoke approved extended payment terms for any reason.

If you are a Velocity, Titan, or Galactic Partner and you pay by automatic payment, you may be eligible for extended payment terms as follows:

- Velocity Partner: Net 30
- Titan Partner: Net 30
- Galactic Partner: Net 45

The Fine Print

Pax8 may modify Pax8 Voyager Alliance at any time by posting a modified version of this guide on our website or any successor site or by notifying you via email. The modified guide is effective upon posting or, if Pax8 notifies you by email, as stated in the email. By continuing as an Alliance Member or Ignite, Velocity, Titan, or Galactic Partner after a modification to Pax8 Voyager Alliance, you are required to participate in the modified programme. It is your responsibility to open and review email notifications about programme updates and to check for updates on the Pax8 website.

All Alliance Members, Ignite, Velocity, Titan, and Galactic Partners are subject to the [Pax8 Partner Terms](#). In the event of any conflict between this guide and the Pax8 Partner Terms, this guide will control as to the terms of Pax8 Voyager Alliance. Pax8 may suspend your access to any and all Pax8 Voyager Alliance benefits, including extended payment terms, in the event of a past due payment or other default under the Pax8 Partner Terms.

Below are some other rules that may apply to you depending on how you use the Pax8 Marketplace and what you buy from Pax8.

- **Specific Product Terms.** As an Alliance Member or Ignite, Velocity, Titan, or Galactic Partner, you are responsible for ensuring that you and your customers comply with any specific terms of use that relate to the Pax8 Marketplace products provided by third-party vendors. Pax8 is not party to any third-party product terms; those agreements are solely between you and the vendor.
 - **Pax8 Direct Customer Terms.** If you are purchasing Pax8 Marketplace products for your own internal use, these terms apply to you. You can read them [here](#).
 - **Pax8 Professional Services Terms.** If you purchase services supplied by Pax8, including, but not limited to, Pax8 Academy and Pax8 Professional Services, these terms apply to you. You can read them [here](#). Please note that separate terms may apply to support services.
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Get Involved!

To get extended payment terms, you must submit a support ticket.

To get free Beyond passes, reach out to your CAM.

To get involved with Partner Voice, please register with the following links:

- [Partner Voice | North America](#)
- [Partner Voice | EMEA](#)
- [Partner Voice | APAC](#)

To get involved with Partner Advisory Council, please reach out to your CAM to discuss opportunities.