

AWS Solution Provider Program Program Guide for End Customers

Last updated: 07/02/2018

1. Solution Provider Program Overview

The Solution Provider Program lets you take advantage of authorized systems integrators, managed service providers, and value-added resellers (“**Authorized Solution Providers**”) who provide integrated solutions combining one or more products or services they offer with a subset of Services (“**Authorized Services**”, and such combinations, “**Solutions**”) and likely have attended AWS technical trainings, established AWS expertise, created a program based on AWS services, and trained their sales team on AWS services. Your Authorized Solution Provider (with your consent) can manage your AWS accounts on your behalf and will be your point of contact, including for services, support, pricing and billing, for such accounts.

Capitalized terms have the meanings set forth in the AWS Customer Agreement available at <http://aws.amazon.com/agreement> by and between Amazon Web Services, Inc. and its affiliates and you, or other written agreement between us and you governing your access to and use of Authorized Services (“**Services Agreement**”) or the Service Terms (as defined in the Services Agreement) unless otherwise defined in this Program Guide. This Program Guide is available at <https://s3-us-west-2.amazonaws.com/solution-provider-program-legal-documents/AWS+Solution+Provider+Program+-+Program+Guide+for+End+Customers.pdf> and may be updated by AWS from time to time.

2. Access to and Use of Authorized Services

In order for your Authorized Solution Provider to provide the Authorized Services to you on your own AWS accounts, you must have a Services Agreement in place and give your Authorized Solution Provider access to such AWS accounts (as further described below) as your subcontractor or agent. Because these accounts are your AWS accounts, your Services Agreement will govern all access to and use of the Services on such accounts, except for fees, payment, pricing, and tax terms for your use of the Services, which are superseded by such terms in your agreement with your Authorized Solution Provider. You will receive your invoice from and pay your Authorized Solution Provider for your use of the Solutions, as well as your use of any other Services on the accounts.

3. Program Account Creation

Before giving your Authorized Solution Provider access to your AWS accounts for purposes of the Solution Provider Program, ensure your AWS account is in your own (full legal) name using your email address (with an email domain owned by you). If you don’t already have an AWS account, you can create the AWS account yourself or your Authorized Solution Provider (or other entity from whom your Authorized Solution Provider directly or indirectly purchased the Authorized Services) can assign an AWS account to you (with AWS’s consent).

To transition your AWS account from a direct account with AWS to an account in the Solution Provider Program, (a) you must join the account to the Master Account specified by your Authorized Solution Provider using AWS Organizations (or any successor or related Service designated by AWS), and (b) for the account, the Tax Settings page in the console must be updated to your Authorized Solution Provider's tax settings, including business legal address, tax registration number, and business legal name (if applicable) or if directed pursuant to the Tax Settings page, the Payment Methods page in the console must be updated to your Authorized Solution Provider's billing information, including billing address. You can transition additional AWS accounts from direct accounts with AWS to accounts in the Solution Provider Program in the same way, or you can authorize your Authorized Solution Provider (or other entity from whom your Authorized Solution Provider directly or indirectly purchased the Authorized Services) in writing to create AWS accounts on your behalf.

If your Authorized Solution Provider (or other entity from whom your AWS Authorized Solution Provider directly or indirectly purchased the Authorized Services) creates AWS accounts on your behalf (with your written consent), you should request the root user credentials at the time the accounts are created. AWS does not disclose root user credentials and cannot release those credentials to you. For a list of tasks that require root user credentials, please visit https://docs.aws.amazon.com/general/latest/gr/aws_tasks-that-require-root.html (or any successor or related location designated by AWS, as may be updated by AWS from time to time).

If you have any special arrangements with AWS with respect to any AWS accounts that you intend to transition from a direct account with AWS to an account in the Solution Provider Program, contact your current AWS account manager to discuss any potential implications on your special arrangement.

4. Authorized Solution Provider Access

There are two operating modes within AWS Organizations: Consolidated Billing and All Features. Before you join your AWS accounts to the Master Account specified by your Authorized Solution Provider, you should work with your Authorized Solution Provider to determine which mode is best for you.

If Consolidated Billing is enabled, only your usage and invoices are made available to your Authorized Solution Provider. You can then use AWS Identity and Access Management to manage your Authorized Solution Provider's access to your AWS account, AWS resources, and the Services. For guidance and best practices, visit <https://docs.aws.amazon.com/IAM/latest/UserGuide/best-practices.html> (or any successor or related location designated by AWS, as may be updated by AWS from time to time).

If All Features is enabled, your usage and invoices are made available to your Authorized Solution Provider, and your Authorized Solution Provider (and, if applicable, the third-party entity from whom your Authorized Solution Provider directly or indirectly purchased the Authorized Services) will have full control over what your AWS accounts can do. Additionally, through AWS Single Sign-On integration with AWS Organizations, your Authorized Solution Provider (and such other entity) may also have access to your Content.

If you allow your Authorized Solution Provider to collect, use, transfer, disclose, and otherwise process your Content or Account Information, including personal data, you should familiarize yourself with your Authorized Solution Provider's relevant privacy practices, which may differ from AWS's privacy practices.

Note that in accordance with the AWS Organizations user guide, once All Features mode is enabled, you cannot revert to Consolidated Billing mode. To access a copy of the AWS Organizations user guide, visit https://docs.aws.amazon.com/organizations/latest/userguide/orgs_introduction.html (or any successor or related location designated by AWS, as may be updated by AWS from time to time).

5. Authorized Services

If you purchase AWS Managed Services from your Authorized Solution Provider, you may disclose confidentially to your Authorized Solution Provider the AWS Managed Services Addendum between you and us.

6. AWS and Authorized Solution Provider Relationship

Your Authorized Solution Provider and its affiliates are not agents of AWS for any purpose and do not have the authority to bind AWS.

7. Leaving Your Authorized Solution Provider

If you choose to leave your Authorized Solution Provider, (a) you must unjoin your AWS accounts from the Master Account specified by the Authorized Solution Provider you are leaving, and (b) for the account, the Tax Settings page in the console must be updated to your tax settings, including business legal address, tax registration number, and business legal name (if applicable) or if directed pursuant to the Tax Settings page, the Payment Methods page in the console must be updated to your billing information, including billing address. You should consult your agreement with your Authorized Solution Provider to determine the implications of leaving that relationship.