

AWS Distribution Program Program Guide for End Customers

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1. Distribution Program Overview

The Distribution Program lets you (i) take advantage of authorized systems integrators, managed service providers, and value-added resellers (“**Distribution Sellers**”) who provide integrated solutions combining one or more products or services they offer with a subset of Services (“**Authorized Services**” purchased from a value-added distributor (“**Authorized Distributor**”), 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; or (ii) in certain cases, buy Solutions directly from an Authorized Distributor. You can use your AWS accounts to purchase Solutions from your Distribution Seller or Authorized Distributor (as applicable), and your Distribution Seller or Authorized Distributor (as applicable) will be your point of contact for the Solutions on such accounts, including for pricing and billing.

Capitalized terms have the meanings set forth in the Customer Agreement, 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://distribution-program-legal-documents.s3-us-west-2.amazonaws.com/AWS+Distribution+Program+-+Program+Guide+for+End+Customers.pdf> and may be updated by AWS from time to time. Any references to “AWS,” “your AWS contracting entity,” “us,” “our,” and “we” contained in this Program Guide for End Customers will be to the contracting party named in your Services Agreement.

2. Access to and Use of Authorized Services

This Program Guide provides information on opening, accessing, and using *your own AWS accounts* to purchase Authorized Services from your Distribution Seller or Authorized Distributor (as applicable). Please note that some Authorized Distributors have the option to grant you access to *their AWS accounts* for purposes of reselling Authorized Services; in such situations, this Program Guide will not apply, and your Distribution Seller or the Authorized Distributor will provide information to you directly regarding opening and accessing such accounts.

In order for your Distribution Seller or Authorized Distributor (as applicable) to provide the Authorized Services to you on your own AWS accounts, you must have a Services Agreement in place and give your Distribution Seller or Authorized Distributor (as applicable) access to such AWS accounts (as necessary and 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 Distribution Seller or Authorized Distributor (as applicable). You will receive your invoice from and pay your Distribution Seller or Authorized Distributor (as applicable) for your use of the Solutions, as well as your use of any other Services on the accounts.

3. Program Account Creation

If you do not already have an AWS account, you can create an AWS account yourself, or your Distribution Seller (or other entity from whom your Distribution Seller directly or indirectly purchased the Authorized Services) or Authorized Distributor (as applicable) can assign an AWS account to you (with AWS’s consent).

If your Distribution Seller (or other entity from whom your Distribution Seller directly or indirectly purchased the Authorized Services) or Authorized Distributor (as applicable) 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).

3.1 Joining Accounts

To transition your AWS account from a direct account with AWS to a program account in the Distribution Program, governed by your Services Agreement with AWS (an “**End Customer Account**”), (a) you must join the account to the Management Account specified by your Authorized Distributor (“**Program Management Account**”) using AWS Organizations or any successor or related Service designated by AWS (Service Terms apply), and (b) for the account, the Tax Settings page in the console must be updated to your Authorized Distributor'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 Distributor's billing information, including billing address. You can transition additional AWS accounts from direct accounts with AWS to End Customer Accounts in the Distribution Program in the same way, or you can authorize your Distribution Seller (or other entity from whom your Distribution Seller directly or indirectly purchased the Authorized Services) or Authorized Distributor (as applicable) in writing to create End Customer Accounts on your behalf.

3.2 Assigning Accounts

If you already have AWS Organizations set up for your accounts, you may want to assign your own Management Account to your Authorized Distributor (with AWS's consent). When you assign your Management Account to your Authorized Distributor, it will become the Program Management Account in the Distributor Program, and you will need to provide the root user credentials to the Authorized Distributor. The Program Management Account will become your Authorized Distributor's account, but the Member Accounts joined to the Program Management Account will be End Customer Accounts and will remain your own accounts. See Section 3.3 (Account Settings) for more information.

3.3 Account Settings:

The terms governing the Program Management Account are between AWS and the Authorized Distributor. When assigning your Management Account to an Authorized Distributor to become the Program Management Account, you will need to provide the Management Account root user credentials to the Authorized Distributor. In order to properly designate the account details under the Distributor Program, the following party's information should be included for Program Management Accounts and Program Accounts:

	Program Management Account (aka payer account)	End Customer Accounts (aka linked accounts)
Email/Domain	Distributor's	End Customer's (using an email domain owned by you)
Billing Information	Distributor's	Distributor's
Tax Settings	Distributor's	Distributor's
Company Name	Distributor's	End Customer's (using your company's full legal name)
Root User Credentials	Distributor	End Customer

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 End Customer Account in the Distribution Program, contact your current AWS account manager to discuss any potential implications on your special arrangement.

4. Authorized Distributor Access

There are two operating modes within AWS Organizations: Consolidated Billing and All Features. You should work with your Distribution Seller or Authorized Distributor (as applicable) to determine which mode is best for you.

If Consolidated Billing is enabled, only your usage and invoices are made available to your Authorized Distributor. You can then use AWS Identity and Access Management (IAM) to manage your Authorized Distributor's access to your End Customer 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 Distributor and your Authorized Distributor will have full control over what your End Customer Accounts can do. Additionally, through AWS Single Sign-On integration with AWS Organizations, your Authorized Distributor may also have access to your Content. Your Authorized Distributor may provide access to their Program Management Account to you, and can work with you to use only IAM to access the Program Management Account. Further, your Authorized Distributor may choose to restrict its access to the Program Management Account via its root user credentials, by working with you to implement multi-factor authentication and giving you sole control over one of the factors required for authentication.

If you allow your Distribution Seller or Authorized Distributor (as applicable) to collect, use, transfer, disclose, and otherwise process your Content or Account Information, including personal data, you should familiarize yourself with your Distribution Seller's or Authorized Distributor's (as applicable) 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 Distribution Seller or Authorized Distributor, you may disclose confidentially to your Distribution Seller or Authorized Distributor the AWS Managed Services Addendum between you and us.

6. AWS, the Authorized Distributor, and the Distribution Seller Relationship

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

7. Leaving Your Distribution Seller or Authorized Distributor

If you choose to leave your Distribution Seller or Authorized Distributor (as applicable), (a) you must unjoin your End Customer Accounts from the Program Management Account you are leaving (or have your Authorized Distributor of the Distribution Seller or the Authorized Distributor you are buying from directly that assign the Program

Management Account to you), and (b) for the accounts, 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 Distribution Seller or Authorized Distributor (as applicable) to determine the implications of leaving that relationship.