

AWS Solution Provider Program Program Guide for End Customers

Last updated: 07/24/2020

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. You can use your AWS accounts to purchase Solutions from your Authorized Solution Provider, and your Authorized Solution Provider 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://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. 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 Authorized Solution Provider. Please note that some Authorized Solution Providers 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 Authorized Solution Provider will provide information to you directly regarding opening and accessing such accounts.

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 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 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

If you do not already have an AWS account, you can create an 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).

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).

3.1 Joining Accounts

To transition your AWS account from a direct account with AWS to a program account in the Solution Provider Program governed by your Services Agreement with AWS (an “**End Customer Account**”), (a) you must join the account to the Master Account specified by your Authorized Solution Provider (“**Master Program 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 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 End Customer 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 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 Master Account to your Authorized Solution Provider (with AWS’s consent). When you assign your Master Account to your Authorized Solution Provider, it will become the Master Program Account in the Solution Provider Program, and you will need to provide the root user credentials to the Authorized Solution Provider. The Master Program Account will become your Authorized Solution Provider’s account, but the Member Accounts joined to the Master Program 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 Master Program Account are between AWS and the Authorized Solution Provider. When assigning your Master Program Account to an Authorized Solution Provider to become the Master Program Account, you will need to provide the Master Program Account root user credentials to the Authorized Solution Provider. In order to properly designate the account details under the Solution Provider Program, the following party’s information should be included for Master Program Accounts and Program Accounts:

	Master Program Account (aka payer account)	End Customer Accounts (aka linked accounts)
Email/Domain	Solution Provider’s	End Customer’s (using an email domain owned by you)
Billing Information	Solution Provider’s	Solution Provider’s
Tax Settings	Solution Provider’s	Solution Provider’s
Company Name	Solution Provider’s	End Customer’s (using your company’s full legal name)
Root User Credentials	Solution Provider	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 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. 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 (IAM) to manage your Authorized Solution Provider'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 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 End Customer 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. Your Authorized Solution Provider may provide access to their Master Program Account to you, and can work with you to use only IAM to access the Master Program Account. Further, your Authorized Solution Provider may choose to restrict its access to the Master Program 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 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 End Customer Accounts from the Master Program Account you are leaving (or have your Authorized Solution Provider assign the Master Program 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 Authorized Solution Provider to determine the implications of leaving that relationship.

