CARBONITE | **WEBROOT**
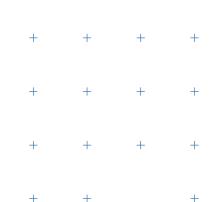an **opentext** company | an **opentext** company

Carbonite®
On Demand Program

On Demand program requirements:

- All Partners who have executed a partner contract with Carbonite are eligible for the On Demand program.

- Enrollment into the On Demand program is only upon request – contracted partners are not automatically enrolled.

- Partners must work with their Channel Account Manager to complete the enrollment form.

- No additional fee or upfront cost is required to participate in the On Demand program.

- **Usage metering requirement:** The enrolled Partner is required to ensure that End User target servers have an active internet connection to report On Demand usage.

On Demand (tiered) discounts

# of connections (monthly)	Carbonite® Availability / Carbonite® Recover	Carbonite® Migrate
1-24	0%	No discounts apply
25-49	8%	
50-99	15%	
100-249	22%	
250-499	30%	
500+	38%	

- Partner will be invoiced per End User connection by Carbonite on Carbonite's monthly billing cycle.

- All On Demand products' monthly connections will count towards the tier for discounting.

- No additional Partner Program discount or volume discount will apply.

- Discounts applied to the invoice will vary based on the usage tier for that month.

Products Eligible for On Demand

Carbonite On Demand enables you to easily deploy and manage multiple customer migrations and high availability (HA) or disaster recovery (DR) projects, and view all combined usage through a **single, easy-to-use On Demand portal** – with no upfront cost.

The On Demand license includes all standard functionalities of that product.

Products
- Carbonite Availability On Demand

- Carbonite Migrate On Demand

- Carbonite Recover for Service Providers

On Demand Program Guidelines

Appropriate product usage terms	Availability On Demand is intended to ensure high availability on systems over time, typically for durations greater than 3 months. Migrate On Demand is intended to support point-in-time migrations of servers, typically using connections for 1-2 months. If product usage patterns suggest abuse (such as, without limitations, using the long-term product to perform a short-term function), Carbonite reserves the right to invoice the enrolled partner the appropriate subscription product price that matches the usage pattern.
Usage metering service requirements	The enrolled partner must ensure that the End User target server has an active internet connection to report On Demand product usage. If the end customer's environment has limited internet connectivity, contact Carbonite Customer Care (carb-resellers@opentext.com) for proxy server configuration instructions. Manual reporting of On Demand usage is not supported.
End User technical support terms	The enrolled partner can engage with Carbonite Customer Care on behalf of the End User if advanced support is required. Support Central Knowledge Base articles for On Demand products are publicly available for End User to enable self-service.
On Demand billing terms	The enrolled Partner will be invoiced by Carbonite on Carbonite's monthly billing cycle for all the active connections for that month. Itemized billing for recover-specific usage will be included in the monthly On Demand invoice.

Contact your Channel Account Manager for more details.

About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.