FREQUENTLY ASKED QUESTIONS ABOUT THE RED HAT AND MICROSOFT PARTNERSHIP

INTRODUCTION

On November 4, 2015, Red Hat and Microsoft announced a commercial agreement that includes:

- Hosting Red Hat products on Microsoft Azure.

- Support for .NET in Red Hat products.

- Management of virtual machines (VMs) on Azure with Red Hat CloudForms.

This document provides Red Hat and Microsoft customers and partners with detailed information about this announcement.

FAQs

ANNOUNCEMENT

1. Why is this announcement taking place? What is driving the demand for the customer offerings included in this partnership?

Red Hat and Microsoft have reached an agreement to the benefit of our mutual customers who want to use Red Hat products on Microsoft Azure and receive integrated services from the leaders in enterprise solutions. Extending the work Red Hat and Microsoft have done with hypervisor and guest operating system cross-certification, the companies are also working together to better integrate their frameworks and technologies, such as .NET and Red Hat CloudForms, to provide a unified experience across physical, virtual, cloud, and hybrid cloud, deployments.

End customers, partners, and independent software vendors (ISVs) increasingly look to the public cloud as a component of their overall IT strategy. Red Hat customers want the same security, consistency, and reliability that they have come to expect from Red Hat, such as long, stable, and supported life cycles and an ecosystem of certified ISV applications. Customers now want to couple these benefits with the agility and speed of a business-optimized cloud provided by Microsoft Azure. These integration efforts will provide the freedom for customers to:

- Move workloads between their datacenters and the cloud.

- Integrate cloud workloads with on-premises data.

- Ensure that applications can take advantage of the best deployment architecture and technology platforms available in the market.

2. What is the scope of the announcement between Red Hat and Microsoft?

Microsoft and Red Hat are working together to:

- Make Red Hat products globally available on Microsoft Azure, including Red Hat Enterprise Linux, Red Hat JBoss Enterprise Application Platform, Red Hat JBoss Enterprise Web Server, and OpenShift by Red Hat.

- Bring customers' existing Red Hat software subscriptions to Azure as a feature of Red Hat products. Once imported, customers will be able to utilize their existing Red Hat support relationships and technology on Azure while maintaining a consistent level of service with predictable pricing, direct from Red Hat.

- Enable Red Hat CloudForms with Microsoft Azure and Microsoft System Center.

- Co-locate support teams to provide a secure enterprise support structure spanning both on- and off-premises cloud environments.

- Distribute and support .NET within both Red Hat Enterprise Linux and Red Hat OpenShift, which includes enabling containers for both platforms.

- Extend the cross-certification of Red Hat products on Microsoft Hyper-V and Microsoft offerings on Red Hat Enterprise Virtualization.

3. Who is the target audience for this announcement?

This announcement is targeted to any end customer, ISV, or partner who wants to explore the benefits of Red Hat Enterprise Linux and other Red Hat products delivered on, or integrated with, Microsoft Azure and Microsoft technologies for public, private, and hybrid cloud deployments.

4. What is available today?

Today, we are announcing the relationship. In the coming weeks, customers will be able to move their Red Hat subscriptions to Azure using Red Hat Cloud Access, and in the subsequent months customer will be able to consume Red Hat Enterprise Linux on-demand in the Microsoft Azure Marketplace. Customers will also be able to manage workloads in Azure with Red Hat CloudForms.

5. When will the offerings be available?

Red Hat Cloud Access will be available to Red Hat customers in the weeks following the announcement for Microsoft Azure, enabling customers to easily import Red Hat products and use them in Azure. Pre-configured pay-as-you-go Red Hat offerings in the Azure Marketplace will be available in the months to follow.

6. Security is top of mind for customers using the public cloud. What does this announcement include that is specific to security, and why should customers care?

Microsoft and Red Hat do not compromise on the security of its products or cloud services. Both Red Hat and Microsoft are invested in making security a priority for customers in the public cloud. For more information on how Microsoft Azure is built with security and compliance as a priority, please see the information in the [Trust Center](#).

One of the key benefits to Red Hat customers is the Red Hat Enterprise Linux on Microsoft Azure is certified by Red Hat and offers all of the security functionality that customers use in their datacenters, including specific cloud configurations, availability of SELinux, and proactive security updates and errata made available to Red Hat customers within Microsoft Azure.

In addition, customers receive the assurance of the Red Hat Product Security team. This team ensures that security issues found in Red Hat products on Azure are addressed with the same urgency as issues discovered on-premises. The Red Hat Product Security team serves as the point of contact with respect to potential security issues that have been identified in Red Hat products and services. Specifically, Red Hat:

- Tracks alerts and security issues in the community that may affect users of Red Hat products and services.

- Investigates and addresses security issues.

- Provides timely security fixes when required.

- Provides customers with security advisories and updates that are easily accessible.

- Proactively addresses customer exposures—often before issues actually arise.

PARTNERSHIP

7. Will there be joint marketing between Red Hat and Microsoft in support of this announcement?

Yes, joint marketing and go-to-market initiatives are included in the agreement between Red Hat and Microsoft. Specific activities are under development, but Microsoft and Red Hat customers and partners will see joint activities related to this announcement.

8. How does this announcement impact other partners of Red Hat and Microsoft?

This announcement aligns with both Red Hat's ecosystem. This benefits partners of both companies by providing deployment choices and extends the reach of all parties involved to more customers and markets.

Specifically, Microsoft will become a member of the Red Hat Certified Cloud and Service Provider Program (CCSP), and benefits will cross both companies' customer and partner communities. A Red Hat Certified Cloud and Service Provider offers a trusted destination for Red Hat customers, ISVs, and

partners to benefit from Red Hat offerings in public clouds under innovative consumption and service models delivered by the cloud providers. The Certified Cloud and Service Provider designation is awarded to Red Hat partners following rigorous validation by Red Hat to demonstrate that they can deliver a safe, scalable, supported and consistent environment for enterprise cloud deployments. The Red Hat Certified Cloud and Service Provider program provides customers, ISVs, and partners with the confidence that Red Hat product experts have certified the solution so that implementations begin with a solid foundation.

Just as Microsoft will continue partnerships with other Linux providers, Red Hat will continue with its Certified Cloud and Service Provider Program. We do expect that our integrated support experience for hybrid cloud will result in a premier position for Red Hat solutions on Microsoft Azure.

9. Does the new partnership address patents?

Red Hat and Microsoft have agreed to a limited patent arrangement in connection with the commercial partnership for the benefit of mutual customers.

The heart of the arrangement is a patent standstill that provides that neither company will pursue a patent lawsuit or claim against the other or its customers, while we are partnering. Neither company acknowledged the validity or enforceability of the other's intellectual property; it is not a patent license or a covenant not to sue and no payment was made or will be made for intellectual property.

The partnership is between commercial companies related to their common customer offerings, spurred by customer demand. Both parties carefully designed for FOSS licensing compliance in building the arrangement and each party's relationship to the FOSS community stands on its own.

SOLUTIONS AND SUPPORT

10. From the Red Hat perspective, what differentiates the solutions you are developing with Microsoft from other public cloud providers?

Red Hat and Microsoft will offer customers integrated services for hybrid cloud which will provide Red Hat customers the benefit of both companies working together to solve common customer problems. Red Hat and Microsoft have co-located support engineers to enable Red Hat and Microsoft offerings. Red Hat and Microsoft customers will receive the enterprise-class support they rely on in their datacenters, now delivered within the Azure infrastructure.

Microsoft and Red Hat will jointly offer*:

- Red Hat technical expertise in Microsoft Azure forums

- Collaboration between Red Hat and Microsoft security response teams

- Co-located Red Hat and Microsoft technical support staff

- Technical Account Management from Red Hat and Microsoft Premier Services aligned by:

    - Engaging in joint planning and roadmap sessions to help customers realize optimal

performance and growth

- Delivering proactive notifications of product issues to maximize performance and uptime for customers

- Providing a trusted single point of contact for deep technical expertise and global best practices of Red Hat and Microsoft

*Not all services listed are available to all customers, depending on customers' support level agreements.

11. What is Red Hat's long-term vision and strategy for the public cloud?

Red Hat's long-term vision for public clouds is to extend a hybrid cloud strategy to a broad ecosystem of cloud and service providers in order to deliver strategic advantages to its customers - from lights-on systems to new applications that drive innovation. Red Hat believes this vision will ultimately provide customers additional choices for development, testing, and deployment flexibility, including models for hybrid scaling into the public cloud.

12. What are the top customer use cases and scenarios for the offerings included in this announcement?

At the time of the announcement, the top use case will be Red Hat customers who want to bring their own Red Hat subscription for use on Microsoft Azure. Based on feedback received from customers, we anticipate that they will be moving initial workloads based on Red Hat Enterprise Linux to run on Azure, including websites, production workloads, and test and development requirements. Customers will also prioritize cloud bursting scenarios, for example there is high interest from retailers using Red Hat Enterprise Linux who want to leverage Azure to address growth and seasonality requirements.

We also expect that customers will want to use Red Hat Enterprise Linux on Azure to prove out hybrid scenarios and new technologies like containers through a proof of concept.

13. Which versions of Red Hat Enterprise Linux will be supported on Azure?

Red Hat Enterprise Linux 6.7 and above, as well as 7.1 and above will be supported on Azure.

14. Is there any difference between Red Hat Enterprise Linux on Azure and the versions customers can run in their datacenters?

There are no differences between Red Hat Enterprise Linux software running in a customer's datacenter and Red Hat Enterprise Linux software running on Azure. Microsoft has performed extensive testing to ensure compatibility between the Azure platform and Red Hat Enterprise Linux. Red Hat Cloud Access also ensures that customers receive full support from Red Hat, just as if they were using Red Hat Enterprise Linux in their datacenters.   For details on Red Hat Cloud Access, visit http://www.redhat.com/en/technologies/cloud-computing/cloud-access.

PURCHASING CONSIDERATIONS

15. How will customers be billed for their use of Red Hat Enterprise Linux running on Azure?

When customers import their own Red Hat Enterprise Linux VMs into Azure, they pay Red Hat or a Red Hat-approved partner for Red Hat Enterprise Linux subscriptions. In Azure, they would incur charges only for the Azure services they use (e.g., compute, storage and networking). There would be no additional fees charged by Microsoft for Red Hat software itself. Customers will also soon be able to deploy pre-configured Red Hat Enterprise Linux VMs from the Azure Marketplace under a pay-as-you-go-model that allows customers to run Red Hat Enterprise Linux VMs on an hourly basis. Pricing details for Azure Marketplace VMs will be forthcoming.

16. What is the Service Level Agreement for Azure VMs for Red Hat Enterprise Linux running on Microsoft Azure?

The Service Level Agreement for the VMs running Red Hat Enterprise Linux on Azure is the Azure Virtual Machines Service SLA, regardless of which operating system is running the virtual machine. The Azure Virtual Machines Services SLA offers a 99.95% uptime guarantee for Virtual Machines and Virtual Networks. More details are available at:
http://azure.microsoft.com/en-us/support/legal/sla/ .

17. What support offerings are available with this announcement and what is the cost?

All Red Hat offerings, whether delivered by a partner, or from Red Hat directly, include support for Red Hat software as part of the value of the subscription. Red Hat Cloud Access is a feature of standard and premium subscriptions from Red Hat and will be fully supported by Red Hat within Azure.

Azure support offerings and plans for customers who want to run Red Hat Enterprise Linux on Azure are posted at: http://azure.microsoft.com/en-us/support/plans/ .

18. How much will the Azure support offerings cost?

Costs of Azure support offerings and plans for customers are also available at:
http://azure.microsoft.com/en-us/support/plans/ .

19. How can customers procure Red Hat offerings for use in Microsoft Azure?

Customers with Red Hat subscriptions can use Red Hat Cloud Access to move their existing, eligible subscriptions to Azure. In the near future, customers may also deploy pre-configured Red Hat Enterprise Linux VMs from the Azure Marketplace under a pay-as-you-go- model that allows customers to run Red Hat Enterprise Linux VMs on an hourly basis.

20. If a customer has an existing subscription with Red Hat for Red Hat Enterprise Linux, can they use it on Azure?

Yes. Red Hat Enterprise Linux subscriptions offer the flexibility to deploy either on premises in a datacenter or on Azure. Depending on which variant of Red Hat Enterprise Linux is purchased, customers may receive a certain number of VMs on Azure for every Red Hat Enterprise Linux subscription. For more information on Cloud Access, visit
http://www.redhat.com/en/technologies/cloud-computing/cloud-access.

21. Can existing Microsoft Azure customers take advantage of the offerings included in this announcement?

Yes, if a customer is already an Azure customer, they can use Red Hat Enterprise Linux on Azure. The customer can move their Red Hat Enterprise Linux subscriptions to Azure via Red Hat Cloud Access.

22. Can Microsoft customers purchase Red Hat products for use on Azure using monetary commitment funds and discounts available through their existing volume licensing agreements?

For Red Hat deployments migrated to Azure through the Red Hat Cloud Access program, customers purchase Azure resource usage through their Azure customer agreement (e.g., the Microsoft Online Subscription Agreement or Enterprise Agreement) and purchase their Red Hat subscriptions directly from Red Hat. As a result, fees that result from the use of any Azure resources (e.g., Compute or Storage) to run Red Hat software in Azure will participate in Microsoft volume licensing monetary commitment and discounts. However, customers will need to purchase their Red Hat software subscriptions directly from Red Hat or one of its resellers. This purchase must be made through a separate, non-Microsoft agreement with Red Hat or its reseller, and may not be made using Microsoft volume licensing monetary commitment and discounts.

When pay-as-you-go Red Hat Enterprise Linux VMs become available through the Azure Marketplace, customers may purchase them through their existing volume licensing agreements. But such purchases may not be made using monetary commitment funds or discounts. Any use of Azure resources (e.g. Compute or Storage) to run such pay-as-you-go VMs will participate in Microsoft volume licensing monetary commitment funds or discounts.

23. In which countries will the offerings be available?

Today, we are confirming that Red Hat Cloud Access on Microsoft Azure will be available in all regions in which Microsoft Azure operates, with the exception of Azure China and Azure Government Cloud