



ISSUED: February 2nd, 2024

2024 Ribbon Partner Program Frequently Asked Questions

Question :

I am currently a Ribbon Platinum Partner, will I still qualify as a Platinum Partner in the 2024 Program ?

Answer :

To qualify as Platinum Partner in the 2024 Program, you must have booked over \$3M of Ribbon products and services orders in 2023. There are no portfolio accreditation requirements for Platinum partner status in the 2024 Program.

Question :

I am currently a Ribbon Gold Partner, will I still qualify as a Gold Partner in the 2024 Program ?

Answer :

To qualify as Gold Partner in the 2024 Program, you must have booked over \$1M of Ribbon products and services orders in 2023. There are no portfolio accreditation requirements for Gold partner status in the 2024 Program.

Question :

I am currently a Ribbon Silver Partner, will I still qualify as a Silver Partner in the 2024 Program ?

Answer :

To qualify as Silver Partner in the 2024 Program, you must maintain your Ribbon portfolio accreditation(s) for support and implementation of Ribbon products. Support contract discounts and other benefits of accreditation are unchanged in the 2024 Program.

Question :

Are any guidelines available regarding Ribbon's criteria for Deal Registration Approval ?

Answer :

Deal Registrations will be approved based upon the facts provided by the registering party. Other factors which will be considered include timeliness of the registration, Unique Selling Points of the Partner solution or the Partner/Distributor combination and also any information which Ribbon receives from the end customer directly.

Question :

I have earned credits in the 2023 Partner Rewards Program ? Can I request disbursal of the balance of these credits according to the 2024 Rewards Program terms ?

Answer :

Credits from the 2023 Partner Rewards Program can be disbursed according to the terms of the 2023 Rewards Program under which they were earned. Any new credits earned in the 2024 Rewards Program are subject to the terms of that Program.