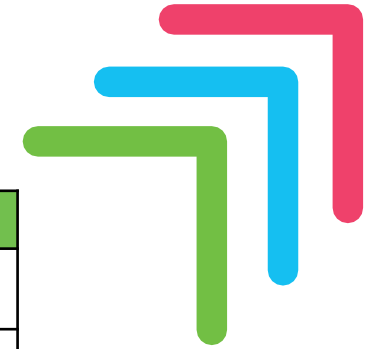




# Business Partner: Requirements by Tier



	Silver	Gold	Platinum
Annual Certification & Training Fee	€2,500 / \$2,750 US	€5,000 / \$5,500 US	€7,500 / \$8,200 US
Partner Contract	✓	✓	✓
Quadiant Brand Exposure	✓	✓	✓
Minimum CSAT Performance Score	85%	85%	85%
# of Referenceable Customers	1	2	3
Identified Single Point of Contact	✓	✓	Dedicated
Certification Requirement	Case-by-case	Case-by-case	Case-by-case
New Version Re-Certification Required	✓	✓	✓
Support Offering	1 <sup>st</sup> line	1 <sup>st</sup> line	1 <sup>st</sup> line
Joint Account Planning	✓	✓	✓