

RED HAT SUBSCRIPTIONS

FREQUENTLY ASKED QUESTIONS

Q: "WHY DO I HAVE TO BUY A RED HAT® ENTERPRISE LINUX® SUBSCRIPTION FOR EACH ONE OF MY SYSTEMS?"

A: A Red Hat Enterprise Linux subscription is a commercial service delivered by Red Hat. The subscription includes:

1. Delivery of software that has been tested and certified for integration with hardware and software providers;
2. Software updates and upgrades through Red Hat Network;
3. Telephone and/or web support;
4. Intellectual property protections in the event of infringement claims.

While our license agreement doesn't restrict your ability to copy and distribute the software in your organization, you are required by the enterprise agreement to purchase a subscription for each system consistent with its function and service level.

If you determine that you don't need the benefits that come with a tested and certified enterprise-grade operating system, along with the support, software maintenance, and intellectual property assurances that a Red Hat subscription provides, there are community versions of Linux available, including Fedora.

Q: "I WANT TO BUY STANDARD SUPPORT FOR ONE SERVER AND SELF SUPPORT SUBSCRIPTIONS FOR THE REST. THEN, IF I HAVE A PROBLEM WITH ANY OF MY SERVERS, I'LL USE MY STANDARD SUPPORT TO CALL RED HAT. CAN I DO THAT?"

A: Having subscriptions for each one of your systems allows you to contact Red Hat for each system. We have found a price at which our customers feel that payment reflects the value of the support each server will receive. Red Hat's business is built on this exchange of value. If, based on your business needs for

a particular server, you anticipate the need to speak directly with a Red Hat support representative and/or to receive an immediate response to a support issue, then you should purchase a standard or premium-level subscription.

Purchasing self support subscription for a server – which does not entitle you to receive support from Red Hat – but requesting standard support for the server by using the entitlement for another server violates the terms of the Red Hat Enterprise Agreement.

Q: "WHY SHOULD I PAY RED HAT FOR 'FREE' SOFTWARE?"

A: The software code is free, but you get a lot more than software bits and bytes with a Red Hat subscription.

Anyone is free to identify and download any or all of a vast number of individual components from a wide range of contributors that could comprise a Linux operating system. Of course, you would then have to sort, examine, test, integrate, harden, and support a custom Linux solution for your company. You would work with many software and hardware vendors to support your Linux distribution. You also would have to hire the IT staff to create, support, and maintain your Linux distribution. Most customers find the expense, distraction, and increased security risk to be unappealing. Purchasing a subscription to Red Hat Enterprise Linux lets you concentrate on projects specific to your business.

Q: "CAN'T I DO THIS MYSELF? WHY SHOULD I USE RED HAT ENTERPRISE LINUX?"

A: Maybe you can do it yourself. It takes expertise to get the most from open source software (e.g., identifying the most stable versions of the various components, working with the upstream community to ensure your versions and any updates are supported



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by the community, obtaining hardware and software enablement and support from all of the various independent hardware and software vendors, etc.). Alternative versions of and difficult to use for enterprise computing. These often represent development projects, not enterprise solutions.

Red Hat creates value by leveraging the innovations provided by the open source development model to engineer and support a world-class operating system. Red Hat is a single point of accountability – managing bug fixes, security patches, maintenance updates, new features, system management technology, and support. Have questions not answered here? Send them to emea-seap@redhat.com.

Q: “I HAVE NEVER USED SUPPORT FOR LINUX IN THE PAST, WHY SHOULD I BUY A SUPPORTED COPY OF RED HAT ENTERPRISE LINUX?”

A: A Red Hat subscription is much more than telephone support – you get access to proven, enterprise-ready technology. Red Hat Enterprise Linux is a market-leading, stable, tested operating system that features:

1. The widest choice of supported hardware systems and software applications.
2. Access to new features, fixes, and security patches.
3. Access to major upgrades at no additional charge.

We also offer self supported solutions for customers who don’t anticipate needing phone support.

Q: “WHY SHOULDN’T I SWITCH TO ONE OF THE ALTERNATIVE LINUX DISTRIBUTIONS?”

A: No-cost Linux alternatives do not provide the stability, security, and manageability that most customers need to run business applications. Nor do they provide the hardware/software certifications, technical support infrastructure, or immediate access to security and other patches to ensure quick issue resolution.

Companies consistently find the administrative cost of internally supporting “free” Linux is higher than the cost of maintaining a subscription relationship with Red Hat. A Red Hat Enterprise Linux subscription provides customers with the peace of mind to know that a company with more than a thousand Linux experts is standing behind the software and available to help should an issue arise.

Q: “HOW DOES RED HAT’S SUBSCRIPTION MODEL WORK WITH THE GPL?”

The Red Hat Enterprise Agreement works in complement with the GNU General Public License (GPL). The GPL is a license agreement that defines how the software may be used, modified, and distributed by a customer.

The Red Hat Enterprise Agreement describes the scope of Red Hat subscription – i.e., the value that Red Hat provides to customers in the form of certified software, support, updates and upgrades, and intellectual property assurances – and the payments that a customer makes in exchange for the subscription. The Red Hat Enterprise Agreement incorporates the GPL into our End User License Agreement (EULA).

RED HAT SUBSCRIPTIONS: FREQUENTLY ASKED QUESTIONS**Q: "WE HAVE LINUX SUPPORT EXPERTS IN-HOUSE, AND I ONLY WANT TO PAY TO PROVIDE SUPPORT TO THOSE INDIVIDUALS."**

A: Many of our most successful customers also have Linux-savvy people in-house. When Red Hat handles these customers' support, it frees their experts to concentrate on strategic, high-value projects. This saves you from having to expend valuable resources on issues that are less strategic to your company.

Q: "CAN I BUY SELF SUPPORT SUBSCRIPTIONS ALONG WITH TECHNICAL ACCOUNT MANAGEMENT?"

No. You are required by the enterprise agreement to purchase a subscription for each system consistent with its function and service level. Our TAM service provides a consistent primary technical contact at Red Hat who works with customers to understand their ongoing technology requirements. This individual proactively addresses issues with production and missioncritical systems. They are not meant to replace higher-level subscriptions. Of course, support is only one aspect of the value of a Red Hat subscription.

QUESTIONS?

Contact us at emea-seap@redhat.com.

**ABOUT RED HAT**

Red Hat is the world's leading provider of open source solutions, using a community-powered approach to provide reliable and high-performing cloud, virtualization, storage, Linux, and middleware technologies. Red Hat also offers award-winning support, training, and consulting services. Red Hat is an S&P company with more than 70 offices spanning the globe, empowering its customers' businesses.

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