F.A.Q.

TELARUS

Frequently Asked Questions: Pax8 + Telarus

What is Pax8?
Pax8 is a cloud marketplace that has joined the Telarus provider portfolio. Pax8 is the first provider in the Telarus portfolio built on true marketplace infrastructure, giving you one place to quote, order, and earn commission on more than 10 licensing offers.

What products can I sell through Pax8? You can quote, order, and earn on licensing from:

- Microsoft (Microsoft 365, Azure)
- AWS
- CrowdStrike
- SentinelOne
- Proofpoint
- Ironscales
- Dropsuite
- Nord Security
- Otava

What type of customer is the right fit? Customers with a minimum of 200+ users who have an IT team or MSP that owns their environment and handles implementation, and whose primary need is licensing.

What does Pax8 handle, and what does the customer's team handle? Pax8 sets up the license order and handles customer onboarding. Your customer's IT team or MSP takes it from there: configuration, deployment, and day-to-day (Tier 1) support. Pax8 steps back in for product-level issues, billing, and ordering requests.

Pax8 is not a managed services provider or implementation partner.

My customer has fewer than 200 users. Can Pax8 still work? Reach out to the Telarus Sales Engineering team at SEteam@telarus.com. They'll help you find the best supplier path for that customer's situation.

F.A.Q.

TELARUS

Is Pax8 the only way to get these licenses through Telarus? Pax8 is one provider in the Telarus portfolio who can service licensing requests. Telarus Sales Engineering can talk through the best fit for each customer opportunity.

How do I submit a deal or get started? Two ways:

1. Email Telarus Sales Engineering at **SEteam@telarus.com** to qualify your customer and talk through the opportunity.
2. Register your opportunity directly through the **Telarus Hub.**

How fast can my customer actually get up and running? Fast. Licenses are typically ready in 15 seconds to 15 minutes after the order completes.

How is my customer billed? Customers can pay by card, ACH or invoice, with net-15 as the standard term. Usage-based products such as cybersecurity and Azure are billed one month in arrears,

Does Pax8 run a credit check? Yes. It is a soft check that does not require personal information. If the check doesn't pass, the order can be declined.

How do commissions work? Licensing commission rates are listed in the Telarus Hub.

Can I put my own brand on it (white label)? Not currently.

What if something urgent comes up after the sale? Start escalation internally with Telarus using escalation@telarus.com.

Who do I contact with questions?

- **To qualify a deal or engage Engineering:** SEteam@telarus.com
- **For general questions:** Reach out to your Telarus Partner Development Manager