



FAQ – Channel Incentive Program

1. What services are eligible for the program?

- **MailMarshal:** The program applies to deals involving MailMarshal deployments, specifically targeting upgrades, expansions, and new logos. Please see the Trustwave Channel Incentive Program PowerPoint document for all applicable MailMarshal SKUs.
- **Offensive Security:** The program applies to deals involving Vulnerability Scanning and Pen Testing services, specifically targeting expansions and new logos. This encompasses the following SKUs:
 - **Scanning:** SPL-MANAGED-VULNERABILITY-SCANNING
 - **Testing:** SPL-Testing-PSO and SPL-TESTING-MST

2. What is considered an “expansion” deal under this program?

MailMarshal:

Expansion deals qualify in several scenarios:

- Additional total contract value (TCV) for a client going from MailMarshal Essentials to Advanced.
- Additional TCV from net new add-on MailMarshal SKUs to an existing MailMarshal client.
- Net new or add on-seats for SPE services.

Offensive Security:

Expansion deals qualify in several scenarios, based on the client’s most recent deal:

- **Purchasing an in-scope SKU from an out-of-scope SKU:** If the client’s most recent deal did not include one of the in-scope SKUs but the new deal does, this deal qualifies.
- **Repurchasing an in-scope after 12 months:** If the client’s most recent deal included the same in-scope SKU as the new deal, the deal only qualifies if it has been 12 months or more since the most recent deal closed.
- **Cross-Testing Sales:** If the client’s most recent deal had one of the testing SKUs and the new deal has the other testing SKU, the deal only qualifies if it has been 12 months or more since the most recent deal closed.
- **Cross-Service Sales:** If the client’s most recent deal included one of the testing SKUs and the new deal includes the scanning SKU (or vice versa), this deal qualifies.

Deals that merely involve adding more licenses or price increases for existing services do not qualify.

3. What are the reward levels and incentive amounts?

The program is structured across different levels for MailMarshal and Offensive Security:

MailMarshal:

- **Bronze Level:** For deals valued between US\$15K and US\$49.99K, you earn a US\$500 incentive.
- **Silver Level:** For deals valued between US\$50K and US\$199.99K, you earn a US\$2,000 incentive.
- **Gold Level:** For deals valued at or above US\$200K, you earn a US\$4,000 incentive.

Offensive Security:

- **Bronze Level:** For deals valued between US\$25K and USD\$49.99K, you earn a US\$500 incentive.
- **Silver Level:** For deals valued between US\$50K and \$99.99K, you earn a US\$1,000 incentive.
- **Gold Level:** For deals valued at or above US\$100K, you earn a US\$2,000 incentive.

Rewards are based on the deal TCV and are applicable only for fully executed contracts within the program's duration.

4. How and when will I receive the incentive?

Incentives are paid within 60 days at time Trustwave collects all billings due, subject to the payment terms in the applicable deal. There's no need for any additional paperwork or follow-up – payments are automatically processed based on the deal information recorded in our system.

Important Notes:

- Trustwave pays the incentive directly to the regional distributor partner or direct reseller partner as applicable. In the case of a regional distributor partner incentive, the incentive percentage share is negotiated directly between the regional distributor partner and the reseller partner. Trustwave does not take any responsibility for this process, including the timing of the final payment to the reseller partner.
- Trustwave pays the incentive directly to the regional indirect referral partner (i.e., technology solutions distributor (TSD) partner). The incentive percentage share is negotiated directly between the TSD partner and technology advisor (TA) partner. Trustwave does not take any responsibility for this process, including the timing of the final payment to the TA partner.

Additionally, Trustwave takes no active liability for any tax implications related to a cash payment. Any tax obligations or implications arising from the receipt of the incentive are the sole responsibility of the recipient.

Your Channel Account Manager will assist in setting up the payment process through Coupa.

5. How do I qualify for the program?

To qualify for the program, you need to create and close deals that either expand existing deployments or bring in new logos for eligible Trustwave services, particularly for MailMarshal and Offensive Security. The program is active from September 1, 2024, to March 31, 2025. Deals must meet the following criteria:

- The billing terms must be annual upfront or total upfront; subscriptions or monthly billing options are excluded.
- Transactions made through the Azure Marketplace do not qualify.
- Only expansion and new logo deals are included (see above for eligible expansion scenarios).

If your deals meet these conditions, payments will be triggered automatically.

6. How will the incentives be handled for different currencies?

All incentive payments will be made in USD. The exchange rates will be used solely to determine the reward level based on the TCV of the deal. The TCV amount will be converted into USD using the applicable exchange rates identified in the table below.

If you require incentive payment in a different currency, this must be agreed upon directly with your Channel Account Manager.

For any specific questions or to arrange alternative payment methods, please reach out to your Channel Account Manager for assistance.

Currency	Currency Code	FX Rate (per USD)
Australian Dollar	AUD	1.53038
Brazilian Real	BRL	5.00493
British Pound	GBP	0.79217
Canadian Dollar	CAD	1.35519
Chilean Peso	CLP	978.91419
Chinese Yuan Renminbi	CNY	7.22121
Colombian Peso	COP	3931.43576
Czech Koruna	CZK	23.28080
Danish Krone	DKK	6.86349
Euro	EUR	0.92426
Hong Kong Dollar	HKD	7.82718
Indian Rupee	INR	83.35973
Israeli Shekel	ILS	3.68260
Japanese Yen	JPY	150.39222
Kuwaiti Dinar	KWD	0.30748
Mexican Peso	MXN	17.04335
New Zealand Dollar	NZD	1.64739
Philippine Peso	PHP	56.09308
Polish Zloty	PLN	3.99149
Qatar Rial	QAR	3.64166
Saudi Arabian Riyal	SAR	3.75375
Singapore Dollar	SGD	1.34554
South African Rand	ZAR	19.20735
Swedish Krona	SEK	10.65749
Swiss Franc	CHF	0.88888
Taiwan Dollar	TWD	31.94898
United States Dollar	USD	1.00000