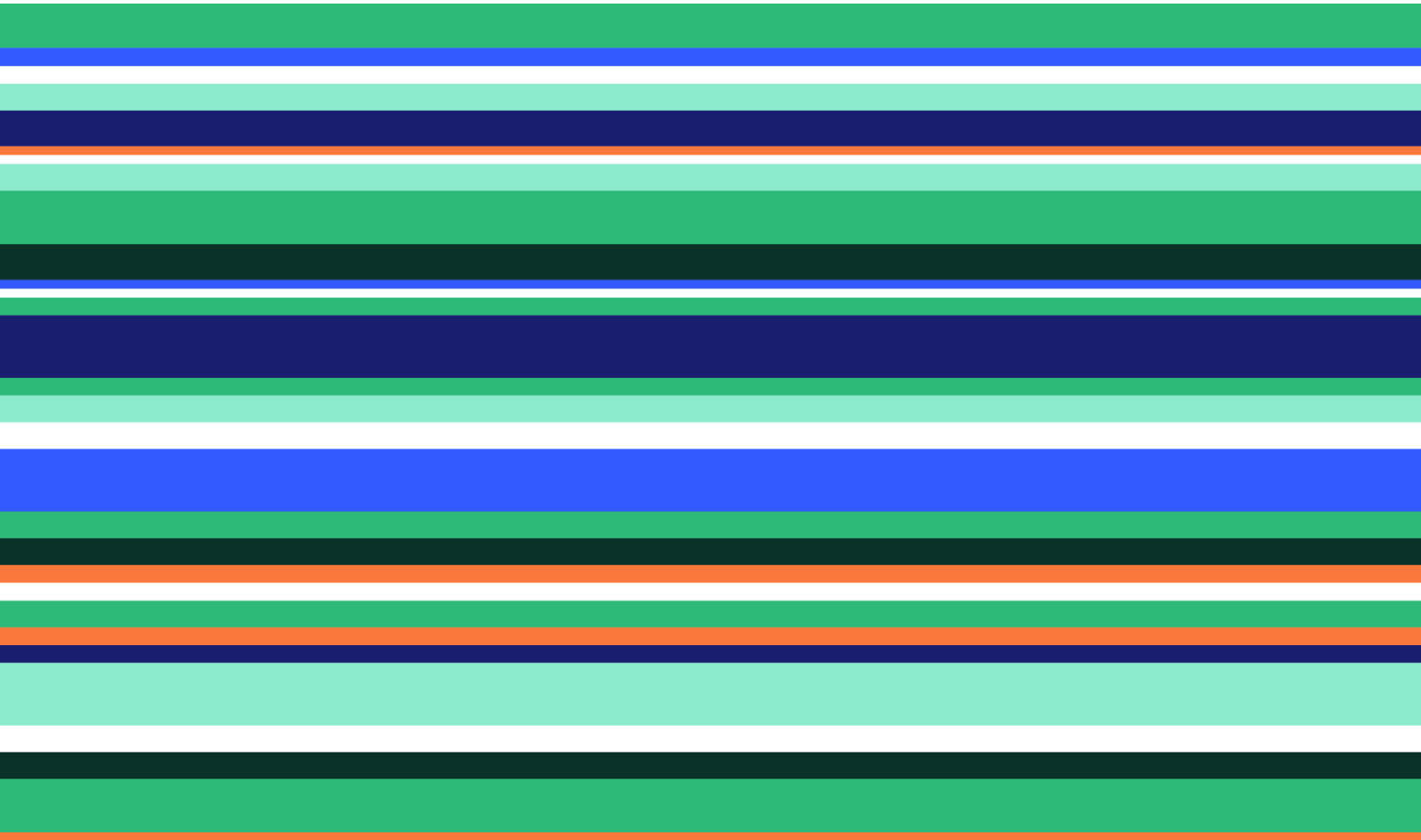
SUSE

April 2026

MSP Program Guide

Requirements, Subscriptions, & Pricing Details for Managed Services Providers



The Power of Many. Together as One.

It all starts by joining the SUSE ONE Partner Program. Becoming a SUSE One partner gives you access to information, content, product resources, business & technical certifications, and more. It is also the required first step to engage with any of the six program specializations, including CLOUD.

The SUSE One Partner Program is free for your organization to join and includes a variety of programmatic benefits, including access to not-for resale subscriptions, increased access to support, free sales & technical certifications, exclusive partner enablement, and more.

Join the MSP Program

To enroll in the MSP Program, speak with your SUSE representative, or send an email to msp@suse.com and we will follow up promptly to initiate the process.

Program Requirements

- A fully executed Partner Program Agreement (PPA)
- Completion of Technical Expert certifications
- Approved member of the SUSE One Partner Program
- Adherence to the Setup Guide for Managed Service Providers
- Requirement to provide support to end customers
- A verified process for metering SUSE product usage
- Monthly tracking, and monthly invoicing reports

Operational Requirements

Maintenance

The MSP is required to ensure that SUSE images that are hosted on the MSP partner's infrastructure are maintained with the most current patches from SUSE.

SUSE publishes the Setup Guide for Managed Service Providers, which details image creation and maintenance requirements for SUSE images hosted in partners' clouds. The guide provides detailed instruction about how to set up a highly available and scalable infrastructure for hosting SUSE-certified images, as well as an updated infrastructure to ensure SUSE image accessibility, persistence, and security.

An MSP is required to ensure that the patching infrastructure is secure and that patches are only accessible to qualified customers. Separate patching infrastructures are required for separate products (e.g. SUSE Linux Enterprise Server & SUSE Linux Enterprise Server for SAP).

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Metering

An MSP partner must be able to account for all the consumption of SUSE offerings within their service in order to report usage to SUSE. See the 'Reporting' section below for more detail.

Metering must be consistent with the revenue units that SUSE is offering, and the MSP partner must be able to account for total consumption of every hour, month, year or other unit of measure consumed by the partner's customers and resellers.

SUSE is offering Early Access Program for MSPs who would like to review and use the Metering Tool for capturing the uptime instances. To submit an application for access and participation, please send a request to msp@suse.com.

Reporting

An MSP partner is required to submit monthly usage reports to SUSE as defined by the terms in the MSP Program partnership agreement. Reporting will occur through a SUSE authorized MSP Reseller or Distribution Partner unless MSP has a direct contract with SUSE.

By the 10th day of each calendar month, the MSP partner must submit a complete and accurate usage report and applicable order to their MSP Reseller or Distribution Partner. The MSP partner must identify the applicable time period on the report and must submit the foregoing reports to the MSP Reseller or Distribution Partner, regardless of whether the MSP partner owes fees to SUSE in that time period.

Late Reporting Fee and Payment Deadline (MSP)

- MSP's must submit their usage report to their Reseller/ Distributor by the 10th of each month (even if there is no usage).
- If the MSP Partner requires a PO for invoicing, the PO MUST be submitted along with the usage report at the due date (the 10th of the month) to their Reseller (should usage be reported).
- The MSP Reseller/ Distributor must submit their usage report (and PO if required) to SUSE by the 15th of each month (even if there is no usage).
- Report and/or PO submitted after the Due Date will incur a late order fee equal to a maximum of ten percent (10%) of the usage fee due. The late order fee is in addition to annual fees, late payment interest, and other obligations that may be due and payable.
- In case a distributor requires immediate payment from the MSP Partner, the SUSE order processing deadlines stay according to the Program Guidelines as mentioned above. MSP Reseller/Distributor must ensure that their internal billing/reporting processes meet the SUSE deadlines.

Support

- MSP is required to provide all levels of technical support to their end customer.
- SUSE provides support to the MSP partner only.

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- SUSE does not provide support to the MSP's end customer.
- MSP Partner is expected to have trained/certified staff on hand to handle SUSE technical support for their customers.
- The system for which the case is opened should be up to date on maintenance patches and updates.
- MSP Partner should provide any information from preliminary L1/L2 investigation to SUSE.
- Product Support Specialist should be always provided when opening a support case.
- Certification ID can be requested by technical support to verify the program requirements.
- New MSP's that register at the SUSE Partner Portal will be granted a one-time starter pack of 5 Service Requests to use while they get up to speed and complete their certifications. The 5SR start pack entitlement will expire in 30-days.
- MSP Partners must complete their training and certifications to facilitate their interactions with SUSE Technical Support.
- Partners who don't achieve their certifications may be denied support.

For more information about support level definitions and related processes, please refer to the SUSE Technical Support Handbook.

More information about support provided through the Partner Program can be found in the SUSE One Partner Program guide and specifically the support section. Link: SUSE One Partner Program Guide (Support: pages 28-31).

The below table shows how the delivered support levels are defined and what is expected of the MSP partner.

Support Level Definitions:

Level	Support Level Definitions
Level 0	Self-help and user-retrieved information from our knowledgebase, documentation, and forums.
Level 1	Involves the collection and troubleshooting of configuration and logs by the MSP Partner to understand the cause of a problem and to make recommendations on how to resolve the issue. The customer needs to be current on maintenance to be entitled to support.
Level 2	This level draws the line between a usage and configuration problem versus a software defect. Problem isolation means problem duplication and clear documentation. In this level, resolution is provided for problems not resolved by Level 1 Support.

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	Problem resolution may include suggestions on what the problem might be and provides reasonable workarounds. These suggestions require the MSP Partner to have an in-depth understanding of the respective technology and best practices to enable the MSP Partner to make recommendations on their customers' environments.
Level 3	Once the MSP Partner determines the cause of the issue is on the SUSE code level then the MSP Partner will open a new support incident with SUSE on behalf of their customer to request code fixes. The SUSE support team will work directly with the partner and assist them to resolve the issue.

Subscriptions

SUSE offers several types of subscriptions through the MSP Program, which differ depending on the deployment model.

The SUSE MSP Price List describes three types of part numbers divided into Deployment Types:

- **Cloud (or Multi-Tenant):** Multi-tenant platform pricing listed under the "Cloud" section of the MSP Price List is used for pre-paid and/or on-demand models when a partner has multiple end customers running virtual guests on a server and the size of the virtual guest is based on the number of physical cores, or any portion thereof, that is allocated to the virtual guest as a virtual core. These part numbers may be used to offer SUSE products in an on-demand multi-tenant scenario and are offered in time increments of 1 hour & 1 month, and pre-paid time increments of 1 year, 3 years & 5 years.
- **Hosting (or Single-Tenant):** Dedicated user pricing listed under the "Hosting" section of the MSP Price List is used for a managed hosting model: that is, software subscriptions sold on a single system or virtual machine that is running on a hypervisor dedicated to no more than one end customer for the term of the software subscription. Dedicated user subscriptions may not be shared by more than one customer outside of specific hypervisor scenarios. These part numbers may be used to offer SUSE products in a dedicated user scenario and are offered in time increments of 1 month, 1 year, 3 years & 5 years.
- **All:** Certain part numbers are classified as All on the MSP Price List. These part numbers may be used for either a multi-tenant cloud deployment or a single-tenant hosting deployment.

Internal Use Subscriptions

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- **Production Subscriptions:** Used by the MSP partner to run production workloads not related to the cloud service offering that the MSP partner is providing to end customers. In any single month, an MSP partner may consume up to 50% of the total reported subscriptions (based on total subscriptions consumed) for its internal use. In no case may the MSP partner's internal consumption of SUSE subscriptions under the MSP program exceed consumption by its end customers. MSP partners must report and pay the fees for any internal use subscription in the same manner as subscriptions sold to an end customer and must otherwise comply with the terms & conditions of the MSP Schedule.
- **Test & Development (NFR - Not for Resale) Subscriptions:** Used by the MSP partner to run internal non production test or development workloads. These subscriptions are available at no charge to MSP partners as a benefit of the SUSE One Partner Program. MSP's end customer Test & Dev instances, or any instances accessed by End customers are not considered part of this benefit. Subscriptions for Internal Test & Dev use may be requested separately using the Not for Resale (NFR) process as described by SUSE One Partner Portal.

Subscription Matching

Unless otherwise agreed to in writing, the MSP partner must offer its end customers SUSE subscriptions in time increments that match the SUSE subscriptions the MSP partner purchases from SUSE. For example, SUSE Linux Enterprise Server sold hourly to the MSP partner can only be offered to end customers on an hourly basis.

Subdivision of a subscription or revenue unit is not permitted. For example, a partner may not purchase a monthly SUSE Linux Enterprise Server part number and resell it as individual hours to an end customer.

If an MSP Partner uses hourly subscriptions, consumption shall be measured and reported in whole-hour units. Any partial hour of usage will be rounded up to the next full hour for billing and reporting purposes. Fractional or decimal hour values are not accepted in usage submissions.

MSP Proration

The MSP Program does allow proration of annual and multi-year SKUs. If a Partner wants to sync the SKU to a specific date, they can prorate an annual or multi-year SKU. However, the Partner is not allowed to sync to a date that is prior to the end of the full period of the SKU.

Minimum Proration

- 1-year SKU: Minimum proration of 12 months.
- 3-year SKU: Minimum proration of 36 months.

Example

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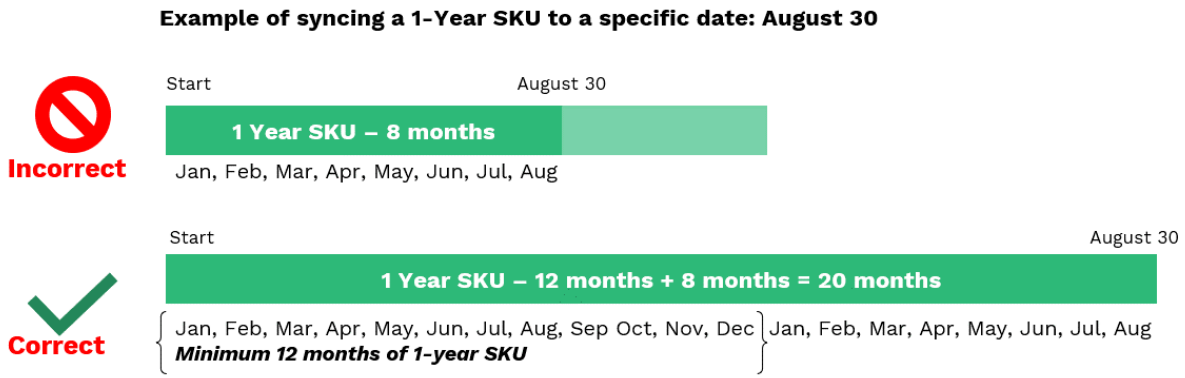
In the example below, the desired sync date is August 30, 8 months from January 1st. The Partner cannot report only 8 months of a 1-Year SKU. Instead, they would need to meet the minimum requirement of 12 months on a 1-Year SKU.

To sync the SKU to the August 30 date, they would need to report 20 months of the 1-Year SKU (12 months + 8 months = 20 months).



Pricing

Pricing for the SUSE subscriptions offered under the CLOUD specialization is governed by the SUSE MSP Price List. As of December 1, 2022, all technologies on the MSP Pricelist will be based on net program pricing.

MSP Price List

The SUSE MSP Price List is published monthly and is accessible on the SUSE One Partner Portal. It contains pricing for all SUSE part numbers that are offered for both multi-tenant & single-tenant deployments.

Yearly Part Numbers

SUSE also offers multi-year part numbers which are available on the MSP Price List. These part numbers can be purchased (in exception to the standard royalty reporting process) as follows:

- CLOUD specialization partners who want to order 1-, 3-, and/or 5-year subscriptions can do so by including them into the regularly submitted report in a separate table labeled as, “Upfront Annual Usage”.
- After the first notification (based on PO or initial report), the partner is exempt from adding these subscriptions in the monthly report for the remaining period for which these subscriptions had been purchased & reported in the first month.
- Payment for these subscriptions is due upfront.
- Obligations for the reporting of monthly and hourly subscriptions as stated in this guide will not be affected.
- Renewals of these subscriptions are determined by a renewal of the CLOUD specialization partnership agreement.

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Add/Drop SUSE Software

SUSE reserves the right at any time to add or drop SUSE software from the SUSE MSP Price List. A specific version of a product will eventually reach end-of-life, at which time SUSE will no longer provide updates or support. To avoid this scenario, we always encourage use of newer product versions that have upgraded features and patches, and are still supported.

SUSE open source products come with open-ended usage rights. Should SUSE ever abandon a product, you may continue to use it without support or updates generally provided by SUSE.

Price Change Policy

SUSE may change the pricing and/or packaging of any SUSE product at any time. SUSE's normal policy is to notify partners 30 days in advance of any change via a Product Announcement.

Product Announcements & Pricing

SUSE makes regular Product Announcements that may be relevant to your business practice and could impact our price lists. If you'd like SUSE Product Announcements to arrive directly to your inbox, send us an email request.

MSP Tier Level Requirements

The MSP Partner is required to maintain their certifications based on their SUSE Partner Program tier level. The MSP partner is expected to achieve **Emerald** tier status within 30 days of joining the program and maintain Emerald tier status at a minimum. Partners who do not achieve and maintain the appropriate tier level certifications may be dropped from the program.

To review all benefits and requirements, go to the Partner Portal > Partnership > SUSE One Program > Program Requirements & Benefits.

EMERALD						
Level	SUSE Sales Specialist		SUSE Technical Sales Specialist	Technical Expert	SUSE Product Support Accreditation	
Abbreviation	SSS Foundations	SSS Solution	STSS	SCA, SCE, SCDS	SPSA *Minimum of 1 per Geo per products sold below:*	
Role	Salespeople (non-technical)		Pre-sales (technical roles)	System Administrators, Engineers, Architects & Technology Consultants	Support Specialists providing support for customers	
Product(s)	Complete certifications for the solutions in use. Use the Partner Portal to review the list of available Training courses and Certificates.					
Requirement	1 (optional)	1 (optional)	1 (optional)	1 SCA (required minimum)	1 SLES (optional)	1 Rancher (optional)

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- The SSS, STSS, and Support Accreditation course completion is recommended as part of the onboarding to cover the basics of the product understanding.
- SSS & STSS certificates must not be older than 3 years.
- Technical Expert certifications must be current/no longer than 5 years old.
- Technical Expert:
    - A minimum of 1 Technical Expert is required to pass the 1 Technical Expert for Emerald.
    - Minimum of 2 Technical Experts are required to pass the 4 Technical Expert and Support exams for Diamond.
    - Partners must log onto the partner portal every 12 months, or the certification will not count towards tier requirements.
- Partner Annual review for certifications is done at the end of each calendar year.

NOTE: Failure to achieve and maintain certifications will result in disqualification from tier level benefits and downgrade to Sapphire tier level.

Contact the SUSE One CLOUD Team

For questions about any of the information in this guide, please get in touch with your SUSE Partner Executive or send an email directly to our team at: msp@suse.com

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