



# FREQUENTLY ASKED QUESTIONS

The Equinix Referral Program is a way for companies that have exposure to data center purchase decisions, or prospects that have a data center requirement, to earn revenue by referring qualified customer opportunities to Equinix.

Organizations earn commission for referring qualified new opportunities to Equinix that lead to a new Equinix contract. The referring organization simply registers the lead at their local Equinix home page via the REFER A LEAD button. Upon referral of a lead the Organization is then deemed to be a Referral Partner.

The Program is available now across 98 locations worldwide where Equinix has a Data Centers in North America, EMEA and AP.

## Who Do I Contact?

[partners@eu.equinix.com](mailto:partners@eu.equinix.com)

## How do I benefit from the Program?

- Earn commissions while leveraging an industry leader in data center services.
- Protect their reputation: Equinix offers the industry's highest uptime and customer satisfaction levels.
- No program fees.
- Sales and engineering resources available.
- Enable your customers to leverage all the advantages Equinix has to offer.

The reward for consistent performance and training investment is the opportunity to increase payout levels. Another value delivered is Equinix Sales Engineering and Solution Architect Support, providing subject matter expertise and personalized attention at a local market level to each prospective customer as required.

## What resources are available?

You can access Sales tools, presentations and videos online, upon Equinix's acceptance of a referred lead, as per the terms and conditions. You may also wish to have employees trained on key Equinix value propositions and technical training modules available online.

## How do I join the Referral Program?

You can join the Referral Program by filling out and submitting a lead registration form via the REFER A LEAD button, located on your Equinix Home page (.UK, .NL, .DE, .CH and .FR).



## Who Do I Contact?

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### Where do I make a Referral?

To make a referral, go to your local Equinix Home Page and click on the REFER A LEAD button

Note: Referrals for any country will be considered on a case-by-case basis, in the sole discretion of Equinix subject to additional terms and conditions, if any, agreed between Equinix and the party providing the referral.

Do I need to physically sign anything?

No - all you need to do is accept Equinix's terms and conditions online by clicking on the REFER A LEAD button on your local Equinix home page. The Referral Agreement Terms and Conditions are limited solely to each single lead, no other referral.

### Are leads automatically accepted?

No - The referral may be accepted or rejected at Equinix's sole discretion, please refer to the terms and conditions.

### What is the Referral Fee?

The "Referral Consultant Fee" shall mean an amount payable pursuant to the terms and conditions of the Referral Agreement, equal to one month of monthly recurring charges equal to the first full month of billing for the Cabinet License Portion as stated on the initial Sales Order signed by Referred Customer for the specific opportunity and facility (or facilities) presented to Equinix by Referral Consultant and confirmed back in writing by Equinix. A Referral Consultant Fee will only be paid on contracts with an initial term of 2 years or more.

A Referral Consultant Fee shall be paid only if the Referred Customer and Equinix enter into a Master Services Agreement and Sales Order within 150 days of the Effective Date. As used in this Agreement, "Cabinet License Portion" means charges for space, cross-connects, and power only and shall not include charges for any other goods or services, including IP connectivity, services that are pass through costs to the customer or products and services resold by Equinix provided by a third party.

Further detailed terms and conditions apply upon submission of the Lead Referral Form.

### When will I get paid?

Any Referral Consultant Fee due will be paid within 45 days after the end of the first calendar month in which Equinix actually receives payment from the Referred Customer for monthly recurring charges, subject to the payment terms on ramps as set forth above and further provided that if any payment under this Agreement exceeds £100,000, Equinix may, at its option, pay such amount in two installments over a maximum period of 6 months.

The Referral Consultant Fee shall be the only compensation to which Referral Partner is entitled in consideration of its referral of the Referred Customer.

Notwithstanding anything to the contrary in this Agreement, a Referral Consultant Fee will only be paid to individuals who can reasonably document that they are an established commercial or selling agency regularly engaged in advising customers on colocation services.