



North America

Addendum to the PartnerWorld for Software Track Guide

This document is the North America addendum to the PartnerWorld for Software Track Guide, indicating the North America exceptions to the worldwide program as it is documented in the Track Guide.

Track Guide Sections:

Section 1: Introduction

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 2: PartnerWorld Overview

Consistent with Worldwide PartnerWorld for Software Track Guide.

Section 3: Membership Requirements

Consistent with Worldwide PartnerWorld for Software Track Guide, except for the following:

(1) Exception regarding the Competency criteria

North America does not require that the certifications in a company location be held by different employees. One employee may hold all of the certifications required for the Premier level in the program.

(2) Exception regarding the Contribution criteria

In North America, meeting a contribution target will not be a requirement at the Premier level in PartnerWorld for Software (PWSW) until re-qualification in 2002. We anticipate this to occur sometime in 2Q 2002. All Business Partners are encouraged to utilize the Sales Assistance Program, or other tools as available in 2001 to begin reporting contribution, so they will have a 12-month record for re-qualification in 2002.

Section 4: Benefit Offerings

Consistent with Worldwide PartnerWorld for Software Track Guide, except for the following:

(1) The "You Call / We Pay" technical support benefit will not be offered in North America. Instead, Solution Focused telephone support will be a part of the Value Package for Premier and Advanced participants.

Section 5: Lotus Initiative

Consistent with Worldwide PartnerWorld for Software Track Guide, except for the following:

(1) Lotus Premier and Advanced Business Partners who migrate to PartnerWorld for Software will use technical support incidents provided to them as part of their former Lotus Business Partner Program membership through June 30, 2001.

Section 6: Cross-PartnerWorld Initiatives

Consistent with Worldwide PartnerWorld for Software Track Guide. See Track Guide for appropriate Web sites.