November 2026 ConnectWise Partner Program Co-Op Accelerator Offer Terms & Conditions

1. Eligibility

This limited-time Co-Op accelerator (the "Offer") is open to active Growth, Ascend, and Pinnacle members of the ConnectWise Partner Program (the "Program") offered by ConnectWise, LLC ("Sponsor"), subject to applicable Program requirements and the terms and conditions set forth below. The Offer is available globally but may not be available in all regions, countries, states, provinces, geographic locations, and/or jurisdictions, and is void where prohibited or restricted by law. Members must remain in good financial, contractual, operational, and reputational standing and meet applicable Program requirements.

2. How to Qualify

To qualify for the Offer, an eligible Program member ("Partner") must sign a binding order form or purchasing agreement for a Co-Op-eligible solution during the period beginning November 4, 2026 at 12:00:00 a.m. Eastern Standard Time (EST) and ending November 20, 2026 at 11:59:59 p.m. EST (the "promotional period"), and the order must be accepted by Sponsor under its standard ordering process. The Partner's signed commitment date, as verified through Sponsor's systems of record, determines whether the order falls within the promotional period. Qualifying transactions include new solution adoption, license expansion, or migration to another eligible solution and must generate incremental billed monthly recurring revenue ("MRR"). Eligible solutions and product-specific restrictions are defined by the applicable Program Rules and Guidelines. Quotes, nonbinding commitments, orders signed outside the promotional period, and additional products or quantities first ordered after the promotional period are excluded.

A qualifying order does not, by itself, guarantee additional Co-Op. Incremental billed MRR attributable to the qualifying order must be verified as part of the Partner's positive net quarter-over-quarter growth from eligible solutions. If a qualifying order is first billed in a later quarter, Sponsor may evaluate it in the quarter in which it is first reflected in billed MRR, subject to verification, applicable Program requirements, and approval. A transaction may not be counted more than once. Sponsor may require order and billing documentation to confirm eligibility.

3. Offer Details

The Offer provides eligible Partners the opportunity to receive additional promotional Co-Op on verified qualifying incremental billed MRR, effectively doubling the standard rate for the qualifying portion of growth, subject to the following rates and limits:

- Growth: standard 5% Co-Op rate plus an additional 5% promotional rate (10% combined); up to $5,000 USD in additional Co-Op per Partner organization.
- Ascend and Pinnacle: standard 10% Co-Op rate plus an additional 10% promotional rate (20% combined); up to $10,000 USD in additional Co-Op per Partner organization.

Under the Program Rules and Guidelines, standard Co-Op is calculated using positive net eligible billed MRR growth (current quarter-end less prior quarter-end), multiplied by twelve (12) and the applicable standard tier rate. For this Offer, qualifying promotional MRR for an accrual quarter is limited to the lesser of (a) verified incremental billed MRR attributable to qualifying orders signed during the promotional period and subsequently accepted by Sponsor, after applicable cancellations, downgrades and other adjustments, or (b) total positive net eligible billed MRR growth for that quarter. The additional promotional amount equals qualifying promotional MRR multiplied by twelve (12) and the applicable additional promotional rate. No additional Co-Op is available when total eligible net quarterly MRR growth is zero or negative.

The applicable Program tier is determined by Sponsor's systems of record for the Co-Op calculation. The $5,000 USD or $10,000 USD promotional cap applies only to additional Co-Op, in aggregate per Partner organization across all qualifying orders and accrual quarters, not per order or quarter. Standard Co-Op is not subject to this promotional cap. All amounts are validated quarterly and managed under the existing MDF process.

4. Limitations

The Offer is non-transferable and not retroactive. It is not a product-price discount, upfront cash incentive, rebate, or account credit. Any promotional Co-Op allocation may be used only for eligible marketing activities approved under the Program Rules and Guidelines. Standard conditions remain in effect, including prior approval of the MDF activity in GlassHive, reimbursement of up to 50% of eligible third-party costs unless otherwise approved in writing, required proof of performance within six (6) months of the Co-Op pre-allocation date, and applicable fund expiration dates. MDF activities focused on solutions outside cybersecurity and data protection remain subject to additional review. The Offer may not be combined with another promotion that increases Co-Op on the same transaction without Sponsor's written approval. Sponsor may verify, modify, deny, recover, suspend or terminate Offer funding as permitted by the Program Terms and applicable law.

5. Sponsor

The Offer is sponsored by ConnectWise, LLC, with its principal place of business located at 400 North Tampa Street, Suite 130, Tampa, Florida 33602.

6. General Conditions

By participating in this Offer, Partners agree to abide by these Terms and Conditions, the ConnectWise Partner Program Global Terms and Conditions (effective March 5, 2026) (the "Program Terms"), and the applicable ConnectWise Partner Program Rules and Guidelines, each incorporated by reference. These Offer Terms apply only to the limited-time promotion described herein. All other Program requirements, restrictions, approval rights, remedies, and reimbursement conditions remain in effect. Sponsor's systems of record control determinations of Program tier, eligibility, qualifying order dates and acceptance, billed MRR, and Co-Op amounts. All MDF allocations and reimbursements remain discretionary, subject to approval, and without vested entitlement under the Program Terms. Sponsor reserves the right to disqualify any participant that violates these Terms and Conditions or engages in fraudulent, abusive, or otherwise disqualifying conduct.

7. Privacy

Any personal information collected in connection with this Offer will be used and protected in accordance with Sponsor's Privacy Policy located at www.connectwise.com/privacy-policy. To the extent any information provided by Partner or its users to ConnectWise in the course of accessing and using ConnectWise services in connection with this Offer includes Personal Data, as defined in the DPA, the terms of the data processing addendum (DPA) at www.connectwise.com/legal shall apply and are hereby incorporated by reference. To the extent Personal Data from the European Economic Area (EEA), the United Kingdom and Switzerland are processed by ConnectWise, its Processor Binding Corporate Rules, the EU-US and/or Swiss-US Privacy Shield, and/or the Standard Contractual Clauses shall apply, as further set forth in the DPA.

8. Governing Law

This Offer is governed by the laws of the State of Florida, USA, without regard to conflict-of-law principles, subject to any mandatory applicable local law and the dispute-resolution provisions of the ConnectWise Partner Program Global Terms and Conditions. Any action or proceeding involving or arising from the Offer and/or these Terms and Conditions shall be brought in state or federal court located in the State of Florida, County of Hillsborough. Sponsor and all Partner who participate in this Offer hereby submit to the exclusive jurisdiction of such state or federal courts located in the State of Florida, County of Hillsborough, and waive the defense of inconvenient forum to the maintenance of any such action or proceeding in such venue.