



T S A N E T

Legal Framework

What is TSANet

TSANet is a not-for-profit global collaborative alliance consisting of **850+** companies working together to improve their shared customers' support experiences.

CITRIX®

Microsoft

vmware®

Red Hat

NUTANIX

NetApp®

DELLTechnologies

CISCO

IBM

Hewlett Packard
Enterprise

ACTIAN™

UiPath™

paloalto®
NETWORKS

VERITAS™

CANONICAL

f5

Google

MICRO
FOCUS

salesforce

BROADCOM®

Lenovo

ORACLE®

VEEAM

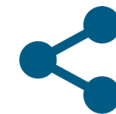
rubrik

Virtuozzo

HUAWEI

TSANet Provides

1. Technology Partner Framework (relationships between Members)
2. Legal Framework for Multi-Vendor Support
3. ISO 27001/27701 Certified Process and System for collaborating with other Members
4. Other benefits based on Membership level



Legal Framework Creation

1. Created by legal teams from the TSANet Board of Director companies (IBM, Dell, Microsoft, and others)
2. Updated as needed based on input from the TSANet Board of Directors and ISO27001/277001 auditors
3. A series of documents to support both the association and support for Members' Technology Partnerships


Addendum to code to support the Member relationship

Association Agreements (Code of Conduct and License & Member Acceptance)


Supporting Documents (Example Member bylaws)

TSANet Legal Documents


Members Accept when joining



Code of Conduct



Database License & Member Acceptance



Addendum to the Code of Conduct

Supporting Documents



Member Bylaws



Competition Compliance



Member Guidelines

User accepts



Data Protection and Privacy

Core Documents - All Members Accept

Database License and Member Acceptance Agreement: Use of TSANet and Membership terms

- TSANet Membership Terms
- Use of TSANet Database (TSANet Connect)
- Liability Limitations

Code of Conduct: Defines responsibilities and obligations of members when collaborating

- Defines types of relationships
- Competition and anti-competitive activities
- Notices to Members
- Treatment of confidential data between member companies (e.g. GDPR)
- Limitation of Liability
- Legal Precedence

Addendums to the Code of Conduct

The Addendum defines the relationships between Members (Click to accept)

- Definition of end customer experience
- Hours of support and Member response times
- Geographic coverage
- Product Coverage
- Platform Certification
- Relationship termination requirements
- Call Ownership and Transfer of Incident

Supporting Documents

1. **Bylaws** - Defines organizational structure, member levels, joining criteria, termination guidelines and general business scope
2. **Competition Compliance Policy Manual**: Provides information on what is not allowed (For example price fixing)
3. **Membership Guidelines**: A reference to terms used in the addendums
4. **Data Protection and Privacy Statement**: Click to accept by the user. Defines data protection and privacy as defined by ISO27701/GDPR