TD SYNNEX – Palo Alto E-Rate Partnership FAQ

How does the TD SYNNEX – Palo Alto Networks E-Rate Partnership work?

TD SYNNEX and Palo Alto Networks Partnership offers a streamlined, strategic approach to navigating the E-Rate. Designed to reduce complexity for our vendors and resellers, the program enables participants to more effectively serve eligible schools, libraries, and consortia across the United States. Our mission is to support partners in successfully accessing funding for high-speed connectivity and cybersecurity solutions.

How do I engage with Palo Alto Networks and TD SYNNEX for E-Rate opportunities?

Beginning June 16, 2025, TD SYNNEX and Palo Alto Networks will launch a strategic partnership to deliver industry-leading cybersecurity solutions to K–12 institutions and libraries through the E-Rate program. This collaboration combines TD SYNNEX's trusted distribution expertise with Palo Alto Networks' advanced security technology to help schools and libraries secure their networks, protect sensitive data, and stay compliant with E-Rate requirements.

For all Palo Alto Networks E-Rate business inquiries, TD SYNNEX reseller partners should contact: **PANWERate@tdsynnex.com**

How does Palo Alto Networks participate in the E-Rate Program?

Palo Alto Networks participates in the E-Rate program exclusively through authorized partners. It does not sell products or services directly to schools or libraries under E-Rate.

Why is Palo Alto Networks a preferred solution for K–12 and library cybersecurity?

Palo Alto Networks empowers K–12 institutions and libraries to enhance student and data protection with minimal resource demands. Its next-generation firewalls consolidate multiple security features into a single platform — eliminating the need for separate point products, simplifying network management, and helping schools and libraries meet E-Rate and cybersecurity requirements with ease.

What Palo Alto Networks solutions are eligible under the E-Rate Program?

Please refer to the Palo Alto Networks E-rate product SKU list here.

What is the average processing time for E-Rate applications?

Timelines vary depending on application complexity and participant responsiveness. The process includes competitive bidding, provider selection, application filing, and review. For a step-by-step overview, consult the TD SYNNEX E-Rate team or refer to the official FCC E-Rate Program resources.

1

How can I assist my customer with their technology plan or Form 470 draft?

While TD SYNNEX is happy to provide guidance on E-Rate strategy and best practices, we are unable to assist directly in the preparation or submission of Form 470 due to compliance requirements. Customers are encouraged to consult an E-Rate consultant of their choosing. Disclosure: TD SYNNEX has a Service Provider Identification Number (SPIN) and is unable to assist with FCC Form 470 preparation.

Who should I contact for help with a Proof-of-Concept (POC) or Bill of Materials (BoM)?

TD SYNNEX offers comprehensive support for all POC and BoM requests, regardless of deal size or student population. Our Sales Engineers are ready to help you architect tailored Palo Alto Networks solutions. Submit requests to: **PANWERate@tdsynnex.com**

How can I learn more about the E-Rate Program?

TD SYNNEX hosts monthly E-Rate webinars on the third Wednesday of every month. Join us to stay current on program updates, best practices, and partner resources.

2