



Dear Siklu Customer,

Following Ceragon's recent acquisition of Siklu, we are writing to update you on changes to your Customer Support services. Both companies share a dedication to exceptional customer experience and innovative solutions, and it is our goal to ensure that you will continue to receive the support you need.

As we integrate the two companies, we want to establish a single focal point for all Support matters as well as a consistent and comprehensive documentation of cases.

Accordingly, and effective immediately, Ceragon's dedicated Support Team is assuming responsibility for handling all Siklu support needs. Ceragon will continue to provide Support and RMA services in accordance with the terms of your existing Siklu service agreements in the coming months. This will ensure a seamless transition and uninterrupted service.

To reach our Customer Support team, simply email: [ceragonsupport@ceragon.com](mailto:ceragonsupport@ceragon.com).

To ease any doubts you might have, Siklu Support cases will continue to be handled by engineers with specialized knowledge of the Siklu portfolio. The change involves the process for opening and documenting Support cases.

At Ceragon, we firmly believe that putting in place Support Packages will greatly enhance your overall experience. These Support Packages will go beyond "best effort" by setting clear SLAs for response times, repair turnaround, dedicated and priority support, clear communication, and a clear escalation path.

We recommend securing a Support Package before July 1, 2024, if you do not have an existing one from Siklu. After this date, Support Services for customers without a valid package will be offered on a "best-effort" basis.

Accordingly, we strongly encourage that you reach out to your Ceragon / Siklu Sales Representative or contact us via [www.ceragon.com/contact-us](http://www.ceragon.com/contact-us) to put in place a Support Package. We offer different levels of Customer Services, to learn more about the Support packages, please request our High-Level Services Description.

This extended time frame until July 1, 2024, will enable you to review your current support agreements and/or SLAs with Siklu and put in place an appropriate Support Package.

We are also aware that from time to time, customers may require technical advice and supervision regarding installation and commissioning. This does not form part of our Support Packages, which are focused on "live" networks and post installation issues. Ceragon is here as your partner to provide remote or on-site installation support.

We therefore encourage you to reach out to your Ceragon / Siklu Sales Representative to discuss any needs in this respect.

We appreciate your continued trust and look forward to serving you as a valued Ceragon customer as we move forward together.

Thank you for being part of our journey!

Sincerely,

*Eytan Perso – Director, Global Customer Support*

