



PROTECT
PERFORMANCE.
SECURE INVESTMENT.
SUPPORT NETWORK
CONTINUITY

Ceragon Support & Maintenance Services help **service providers, mobile operators, and mission-critical organizations** maximize network availability and protect their infrastructure investments. With global technical expertise and flexible support packages, Ceragon helps keep networks operating at peak performance throughout their lifecycle.

PROTECT YOUR NETWORK THROUGHOUT ITS LIFECYCLE



RAPID ACCESS TO EXPERTISE

Gain direct access to Ceragon specialists through global, regional, and local support centers, ensuring expert assistance whenever operational issues arise.



FLEXIBLE SERVICE COVERAGE

Tiered Support & Maintenance packages allow organizations to align service levels with operational requirements, business priorities.



OPERATIONAL CONTINUITY

Keep your network performing at its best with software maintenance entitlement, hardware repair services, and optional Advance Replacement, Spares Management.



END-TO-END SERVICE VISIBILITY

The Ceragon Customer Portal provides centralized case management, service tracking, and visibility from issue reporting through resolution.

SUPPORT THAT REDUCES OPERATIONAL RISK

CAPABILITY	BUSINESS VALUE
Global Technical Support Organization	Access more than 600 specialists across five regional hubs with global, regional, and local support coverage.
Flexible Support Levels	Choose the level of coverage that best matches network criticality and operational needs.
Hardware & Software Lifecycle Support	Repair services, software updates, and maintenance entitlement help maximize equipment availability.
Advanced Service Options	Advance Replacement, Spares Management, and RMA Pick-Up services further reduce operational disruption.
Structured Case Management	Service requests are managed through defined severity levels and tracked through the Customer Portal until resolution.

OPERATIONAL OUTCOMES BY INDUSTRY

ISPs | Mobile Operators: Improve service continuity, reduce operational risk, and maintain predictable network performance.

Utilities | Energy | Mining: Support mission-critical communications with rapid technical assistance and lifecycle maintenance services.

Public Safety | Defense | Smart Cities: Maximize infrastructure availability and ensure operational readiness for critical communications.



WHY CERAGON

GLOBAL EXPERTISE – More than 600 service professionals supporting customers worldwide through regional and local support organizations.

RELIABLE – Proven expertise supporting some of the world’s most demanding wireless networks.

FLEXIBLE – Tiered support packages and optional lifecycle services tailored to operational requirements.

LONG-TERM VALUE – Protect network performance and maximize the return on your infrastructure investment.

WE KEEP YOUR NETWORK PERFORMING. YOU KEEP YOUR BUSINESS MOVING.