



SikluCare Warranty and Support Plans



Siklu is known industry wide for the carrier class design and construction of its products.

From our EtherHaul™ point to point products to our MultiHaul™ point to multipoint systems, and our Terragraph 60GHz mesh solution Siklu offers the broadest range of mmWave products, all with MTBF's measured in decades. No one has more 60GHz, 70/80GHz systems deployed globally, with over 100,000 units shipped to date.



Support for our customers is and has been a hallmark of working with Siklu. In addition to our highly capable support team, we are pleased to offer best in class warranty options as described below.

All of our products come with a full one-year warranty that includes:



Technical Inquiries



HW Repair with a standard 30-day factory turn around



Access to our Partner Portal where manuals, E-learning and the ability to submit support tickets



Software maintenance for software errors



Human support during business hours (Israel GMT+2)



Yet even with the reliability of all Siklu products, some customers will need more. Based on feedback from our end user community Siklu has updated its extended warranty and service plans with two optional packages:

The 'Siklu Pro' and 'Siklu Elite' service and support plans add additional services for those who need it.

With Siklu Pro, in addition to the support and access listed above, customers will receive:

01

Priority 8 to 5 phone support providing unlimited technical support during business hours by phone and/or email

02

Remote Login during business hours

03

Pro-active updates from Siklu on new manuals, guides and software alerts



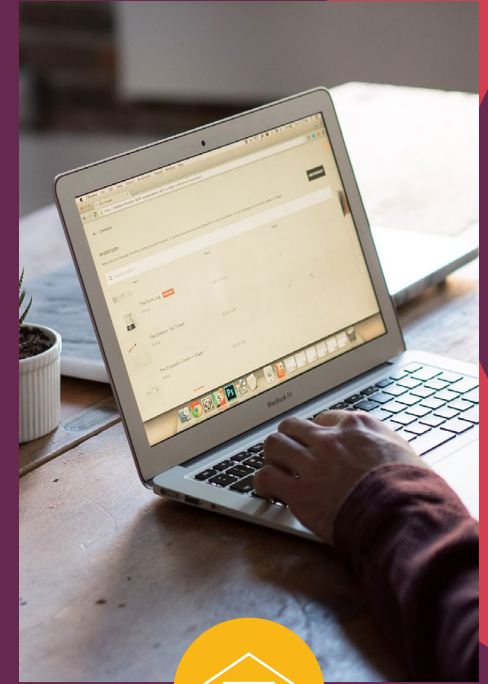
With Siklu Elite, we are proud to offer our most comprehensive support plan. In addition to everything in the Siklu Pro plan, Siklu Elite includes the following:



Access to all software updates including those that include new features and functionality



Advance Replacement with a response time of two business days





These offerings are summarized here:

Service Level	Standard Warranty Services Included in Year	'Pro' Support Package	'Elite' Support Package
Tech Inquiries	●	●	●
Partners Portal	●	●	●
SW Maintenance	●	●	●
HW Repair	●	●	●
Limited 8x5 Phone Support	●	●	●
Priority 8x5 Phone Support		●	●
8x5 Remote Login Support		●	●
Tech Updates		●	●
SW Upgrade			●
Advance			●
24x7 Support			●

When you purchase Siklu products you are automatically supported by one of the finest teams of professionals in the industry. While the need for help is rare, when you do need it you need it now. Siklu's extended Pro and Elite Support plans offer you that extra level of confidence for your networks.



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