

Siklu Service&Support Plans

Siklu shall provide customer with the support services detailed hereunder, for products purchased directly from Siklu by customer for the duration of the maintenance agreement and under the terms of limited product warranty described hereunder.

The delivery of support services by Siklu is subject to the payment of applicable service fees and the compliance of customer with the requirements detailed hereunder. Customer shall not be entitled to receive any support services for products that are not covered by maintenance agreement.

1. Definitions

For purpose of providing the support services, the following capitalized terms shall have the following meanings:

- 1.1 "Business Day" means Sunday through Thursday, excluding Israeli holidays.
- 1.2 "Business Hours" means 08:00-17:00, Israel local time (GMT +2) of a Business Day.
- 1.3 "Customer" means customer who purchases Products or Services from Siklu.
- 1.4 "End-Customer" means any third party who purchases Products or Services from Customer.
- 1.5 "Documentation" means the technical documentation of Products.
- 1.6 "Products" means Siklu's proprietary mmWave Ethernet radio point-to-point products and all related accessories, Hardware or Software, and Documentation.
- 1.7 "Services" means technical services, such as technical support, customer service and warranty services as described hereunder.
- 1.8 "Software" means software, computer programs, object code and firmware and the documentation thereof included as part of the Products, including all improvements, corrections, updates, new releases and new versions and any derivatives of such software programs and documentation.
- 1.9 "Spare Units" - means those Product and/or spare part units, which are used for the operation and maintenance of the Products at customer's or end-customer's service.
- 1.10 "Warranty Period" – means the first twelve (12) months, commencing the date shipment of Products from Siklu to Customer, unless otherwise agreed between the parties.

2. Support Tiers Definition and Responsibility

Customer shall provide Tier-1 and Tier-2 Support services for all the Products purchased and to its end-customers and Siklu will provide Tier-3 Support to the customer, according the definitions specified herein.

2.1 "Tier-1 Support" means receiving first customer report of problem or inquiry by phone, email or web as sole Point Of Contact, including

- Recording all service calls on CRM system
- Providing technical support to customer's service calls regarding problems or questions
- Answering routine questions regarding the products operation and configuration
- Verifying installation and configuration per Siklu's guidelines and documentation
- Implementing all SW upgrades and patches
- Providing on-site support for the products as necessary, including troubleshooting, parts replacement and commissioning
- Managing and dispatching spare parts to sites
- Providing installation and commissioning services for the products as necessary
- Escalating service calls that could not be resolved to Tier-2 Support

2.2 "Tier-2 Support" means the first level of escalation for Tier-1 Support teams for service calls that could not be resolved. The Tier-2 Support team should have greater and in-depth knowledge and experience with the Products, with greater and more advanced troubleshooting, fault simulation, configuration and planning capabilities.

- Answering routine questions regarding the products operation, features, configuration, interoperability and planning
- Performing advance troubleshooting, via remote connection or on site, including loops and configuration changes,
- Performing in-house fault simulation and configuration verification
- Providing on-site support for the products as necessary
- Performing interoperability testing with 3rd party products
- Responsibility for providing all planning and pre-sales activities with its end-customers
- Managing acceptance tests and product evaluation tests with its end-customers
- Providing training and guidance for the products internally and to end-customers
- Escalate service calls that could not be resolved to Siklu, following Siklu's escalation procedures, criteria and guidelines.

2.3 "Tier-3 Support" means the support services Siklu will provide the customer for service calls that could not be resolved, following Siklu's escalation procedures, criteria and guidelines.

- Provide advance troubleshooting and in-depth analysis of faults that could not be resolved by Tier-1 and Tier-Support
- Working together with the customer on resolving such faults, including remote connection and fault simulation till fault is resolved
- Provide reasonable support answering customer's inquiries and requests
- Facilitating together with the customer support procedures and workflows, network configurations and configuration guides

3. Customer's Obligations

3.1 Siklu shall provide customer with Tier-3 support services only. Tier-1 and Tier-2 support will be provided by customer to customer's end-customers.




















3.2 Customer may escalate service call to Siklu's helpdesk providing all Siklu's guidelines and procedures followed.

3.3 Only trained and certified customer personnel with sufficient knowledge and experience with Siklu products that were certified and approved by Siklu may escalate service call to Siklu.

3.4 Customer shall purchase and maintain sufficient products as spare parts, required for the immediate maintenance of customer's network.

3.5 Customer shall purchase and maintain sufficient products, as per Siklu recommendation, dedicated for fault simulation and fault analysis.

4. Service&Support Plan - Overview

Service Level	8x5 Helpdesk	SW Maintenance	HW Warranty	SW Upgrade	Tech Updates	24x7 Hotline	Standard SLA	Priority SLA	Advance Replacement
Silver									
Gold									
Platinum									

“Silver” plan coverage is included for the duration of the initial product warranty.

5. Support Services

5.1 Technical Support Helpdesk

Siklu shall operate technical support helpdesk aimed to respond to service calls.

Customer may submit technical inquiries by email, phone call or via the web eService system including questions or problem reports to Siklu’s helpdesk during business hours, following Siklu’s support procedures.

SLA times, including response and resolution times of service calls shall be based on Severity Level, as described in Appendix A.

5.2 Extended Technical Support 24x7 Hotline

Siklu shall operate technical support hotline aimed to respond to critical service calls.

The hotline service shall be available 24 hours-a-day, 365 days-a-year.

Customer may submit service calls by phone call to Siklu’s hotline.

SLA times, including response and resolution times of service calls shall be based on Severity Level, as described in Appendix A.

5.3 Software Maintenance

Siklu shall provide its customers with software maintenance updates, including defect correction and patches, upon release.

"Software Maintenance Updates" shall mean routine corrections for reproducible Software errors that Siklu generally incorporates into its Software version updates.

Siklu shall notify the customer about the availability of such software maintenance updates and provide customer with the associated documentation and release information.

5.4 Software Upgrade

Siklu shall provide its customers with regular software upgrades to its products, including additional features and functionality, product software improvements and defect corrections.

Siklu shall notify the customer about the availability of such software upgrade and provide customer with the associated documentation and release information.

5.5 Technical Updates

Siklu shall provide its customers from time to time with Product documentation updates, to the extent generally made available by Siklu.

Technical updates may include Product's manuals, guides, technical notes, technical alerts and maintenance procedures.

Technical updates shall be made available upon release, in a form of computer file, in English language, available for download from Siklu's FTP site.

5.6 Hardware Warranty Repair

Siklu shall maintain hardware repair center to repair defective hardware.

Customer may raise a request for hardware repair, following Siklu's Return Material Authorization (RMA) procedure.

The authorization to return a part for repair will be after technical discussion of the case and only after Siklu's confirmation of the defect.

At Siklu's sole discretion, Siklu shall repair or replace the defective hardware within thirty (30) days from the arrival date of the defective part at Siklu's repair center until shipment of the part from Siklu's repair center.

RMA shipment charges shall be divided between the parties: shipment of the products to Siklu (DDU terms) shall be paid by the customer and shipment of the products to customer (DDU terms) shall be paid by Siklu.

In case no failure was identified by Siklu with the returned product (No Failure Found), the shipment charges of the product back to customer shall be paid by the customer.

5.7 Advance Replacement

As an extension to the HW warranty repair service, Siklu shall provide advance replacement for reported failed products.

Customer may raise a request for hardware repair, following Siklu's Return Material Authorization (RMA) procedure.

The authorization to return a part for repair will be after technical discussion of the case and only after Siklu's confirmation of the defect.

Once approved, Siklu shall dispatch a replacement part to the customer within two (2) business days.

Customer shall return the reported failed product to Siklu within 30 days after receipt of the shipped product. In case unit is not returned within this period, Siklu shall have the right to invoice the customer the price of a new unit purchased.

6. On-Demand Services

On-demand services may be purchased from Siklu according to the effective price list agreed between the parties.

6.1 On-Site Support

Siklu shall provide on-site support, at customer's request and upon Siklu approval, for service calls customer is unable to resolve.

On-site support shall be provided following technical discussions and analysis of the problem with Siklu helpdesk in an effort to resolve the problem, and after all measures suggested by Siklu were implemented.

On-site technical support service will be charged according to the effective price list agreed between the parties, on a per-day basis plus expenses.

6.2 Training

Siklu shall deliver training courses to customer, at customer's request and upon Siklu's approval.

Siklu's training courses are designed and delivered to provide Siklu's customers and partners with high-level understanding and practical experience with installation, operation, maintenance and troubleshooting of Siklu's products. Siklu offers courses with different scope, duration and target audience, based on customer's specific requirements.

Training courses may be delivered at Siklu's or at customer's premises, at a time that will be coordinated by the parties.

All Siklu's courses are delivered in English.

Training courses will be charged according to the effective price list agreed between the parties, on a per-course basis plus expenses.

7. Limited Product Warranty

Subject to the terms and conditions set forth below and in the distribution/purchase agreement signed between the parties, Siklu warrants to Customer that the Products will substantially conform to the applicable Documentation and will be free from material defects in workmanship under normal use and conditions for a period of twelve (12) months from the date of purchase from Siklu by Customer (the “Warranty Period”). The foregoing Warranty Period may be extended by Customer by additional twelve (12) month periods subject to payment to Siklu of applicable maintenance agreement fees, up to five additional twelve (12) months warranty periods

If during the Warranty Period (or extended warranty period, as applicable), a Product component should fail to comply with the foregoing warranty, Customer’s sole remedy and Siklu's sole liability shall be for Siklu to repair or replace such component within 30 days of receipt of the defective Product without charge to Customer, subject to the terms and conditions set forth below.

For the avoidance of doubt, it is clarified that the Products are not authorized for use as critical components or services in life support devices or systems. Life support devices or systems are those which are intended to support or sustain life and whose failure to perform can be reasonably expected to result in a significant injury to the user. Critical components are those whose failure to perform can be reasonably expected to cause failure of a life support device or system or affect its safety or effectiveness.

Conditions of Limited Product Warranty:

1. Customer shall be responsible for administering and submitting all warranty claims to Siklu. Siklu will not process any claims received directly from a end-customer or other third party, and shall not be responsible for any shipping costs other than as set forth herein. Shipment of non-conforming Products under warranty from Customer to Siklu shall be to a place designated by Siklu, at Customer’s expense, and repaired or replaced Products shall be shipped by Siklu to Customer at Siklu's expense. Repaired or replaced Products shall be warranted for an additional period of 3 months from delivery to Customer or the remainder of the original Warranty Period, whichever is longer.
2. This Limited Product Warranty shall not apply where (a) the defect is caused by the use of the Product contrary to the Documentation; (b) the defect is caused by negligence, misuse, improper installation, abnormal use, abuse or circumstances beyond Siklu' control, and/or (e) the Product has been modified, altered, opened, or serviced by anyone other than a service person authorized by Siklu.

Appendix A: Severity Level and SLA Time-Scales

Service calls shall be classified into one of the four following categories:

Critical, Major, Minor and Inquiry

1. Service Levels

Severity Level	Description
1 (Critical)	HW or SW failure resulting is services totally down or critically impaired permanently, where no fix or workaround available to restore the services, loss of ability to restart the Product, or loss of safety or breach of security
2 (Major)	HW or SW failure resulting is significant loss of service or functionality, reduced radio link capacity, permanent or intermittent, or loss or protection
3 (Minor)	Cosmetic flaws or minor impairments to service or effect on customer, reduction of management abilities, or other problem that is not Critical or Major as described above
4 (Inquiry)	General technical questions/inquiries that are not urgent by nature, or inaccuracies in Documentation

2. SLA Time-Scale Commitments

Service Plan	Severity	Response time	Progress time	Restore time	Resolution time
Silver	Any	1 business day	-	-	-
Gold	Critical	4 hours	Update every 24 hours	48 hours	3 months
	Major	6 hours	Update every 36 hours	72 hours	4 months
	Minor	1 business day	Update every 1 week	1 month	6 months
	Inquiry	1 business day	Update every 2 weeks	3 months	6 months
Platinum	Critical	30 minutes	Update every 8 hours	24 hours	1 month
	Major	1 hour	Update every 24 hours	48 hours	3 months
	Minor	1 business day	Update every 1 week	1 month	6 months
	Inquiry	1 business day	Update every 2 weeks	3 months	6 months

Response Time Time from Customer’s initial notification to Siklu’s support of a problem until Siklu acknowledges the receipt or the service call and begins of problem handling.

Progress Time Regular and periodical problem handling progress update sent by Siklu to Customer

Restore Time Time from Customer’s initial notification to Siklu’s support of a problem until the delivery of a workaround or fix.

Resolution Time Time from Customer’s initial notification to Siklu’s support of a problem until the delivery of acceptable final fix