



Dear Customer,

It is the intention and passion of Ruckus to create products that enable a high quality wired and wireless customer experience easily and reliably. To ensure the best possible user experience, Ruckus products are designed to be installed and supported by trained, professional System Integrators and Solution Providers. These authorized partners are trained to be proficient in Ruckus technology and are experienced in navigating the complex dynamics that can exist when integrating a variety of different technologies.

Unavoidably there are partner organizations that are selling online below the approved Ruckus minimum advertised price (MAP) and are in violation of Ruckus policies and partner agreements. These are sites such as Newegg, Amazon, Walmart, etc.

Ruckus cannot guarantee that these products were procured and supported through the approved channels and caution customers accordingly as "buyer beware". We highly encourage customers to work with your trusted, authorized partners to ensure Ruckus products are properly supported and that you receive the highest quality customer experience.

We thank you for your commitment to your trusted partner and Ruckus Networks.

Sincerely,

A handwritten signature in black ink, appearing to read "Raelyn Kritzer", with a long horizontal flourish extending to the right.

Raelyn Kritzer

VP WW Partner Channels, Ruckus

Ruckus Networks, an ARRIS company