



6 June 2024

Ribbon Communications
6500 Chase Oaks Blvd. – Suite 100
Plano, Texas 75023, USA

Dear Hosam Rabia,

Re: EMTEDAD FOR INFORMATION SYSTEMS- Ribbon Partnership Status

Welcome to the Ribbon Partner Program. This letter is to confirm that EMTEDAD FOR INFORMATION SYSTEMS has been accepted into the Ribbon Partner Program at the Bronze level. This partner agreement grants EMTEDAD FOR INFORMATION SYSTEMS access to the following products for resale into commercial accounts DRaaS; EDGE8000; EdgeMarc; Edge Professional Services; EdgeView; Educational Services; GATEWAY; NTR; Professional Services; PSX; RAMP; SBC 1K/2K/SWeLITE; SBC 5X; SBC 7X; SBC SWe; SECURITY - Protect; Tenor. The current partnership agreement with EMTEDAD FOR INFORMATION SYSTEMS does not authorize resale into the US Federal market and does not have an expiration date.

Your application and Ribbon's acceptance of EMTEDAD FOR INFORMATION SYSTEMS into the Ribbon Partner program, confirms your agreement to abide by the Ribbon Partner Program as outlined in the Ribbon Partner Program Guide, included with this letter and available on the Ribbon Partner Portal. EMTEDAD FOR INFORMATION SYSTEMS agrees to educate staff in accordance with the program on the Ribbon channel-ready portfolio. Ribbon provides e-Learning, self-paced programs that are accessible through the Ribbon Partner Portal. In addition, EMTEDAD FOR INFORMATION SYSTEMS will ensure Level 1 and Level 2 post-sales support is provided by qualified Ribbon Support Certified Engineers either employed by the Partner or via services available from qualified Ribbon Distributors and/or Partners. Ribbon offers a set of comprehensive maintenance service packages to back the Partner and Distributor with Level 3 and Level 4 services to complete the customer's post sales maintenance support program.

As a Ribbon Partner, EMTEDAD FOR INFORMATION SYSTEMS understands that Ribbon does not permit the publishing of Ribbon product pricing on external website/storefronts without prior explicit agreement in writing from Ribbon. Failure to obtain authorization will result in immediate removal from the Ribbon Partner Program. Partners may promote Ribbon solutions on their site with a "request a quote" option to visitors.

Ribbon hereby acknowledges that EMTEDAD FOR INFORMATION SYSTEMS may purchase Ribbon products and services through an authorized Ribbon Distributor. As part of your partner engagement, you and your company have authorization to access the Ribbon Partner Portal. The Partner Portal provides tools to maximize your customer engagements. To assist in your Ribbon partner journey, you have been assigned a Ribbon Account Manager, Rafael Vicent.

We look forward to establishing a strong partnership and thank you for joining the Ribbon Partner Program.

Should you have questions or require additional information please contact your Ribbon Account Manager.

Sincerely,

Simon Beard
Ribbon Global Channel Program
Ribbon Communications