

Suspension of Zebra Service Operations for Russia and Belarus

As of 8 March, and until further notice, Zebra has suspended all service operations – including repair and technical support for Russia and Belarus.

Please take note of the following additional detail in relation to Zebra's suspension of its service operations, and the potential impact to you and your customers:

- Zebra is no longer providing service or technical support – including warranty, Zebra OneCare, and billable services – for all Zebra products (including Fetch) and software (including Visibility IQ and Adaptive Vision) for Russia and Belarus. Additionally, Zebra has suspended all professional services and 'As a Service' offerings (including Reflexis and ZPA) for Russia and Belarus.
- Zebra is not accepting support requests for Russia and Belarus via any means, including phone, live chat, online form, electronic form, or email.
- New service **contract** orders and requests for renewals for Russia and Belarus will be rejected, irrespective of the means of submission, including eContracts, EDI, or email. Until further notice, Zebra will not accept modifications, additions, or extensions to suspended service contracts for Russia and Belarus.
- **Quotes**, contract consolidations and periodic billing processes are also suspended for Russia and Belarus.
- **Access to Solutions Pathway for Russia and Belarus partners is being disabled.**
- **PartnerConnect Printer Repair Specialization support** for Russia and Belarus is also suspended until further notice, and access to the PartnerConnect Claims Portal has been suspended for Russia and Belarus.
- Additionally, Zebra has ceased all **repair depot operations** in Russia and Ukraine, and our CTDI-operated repair depots in these countries will remain suspended until further notice.
- Repairs for customers in **countries** outside Russia and Belarus, usually serviced by the repair depot in Russia are now being routed to our EMEA regional repair center in Warsaw, Poland. While repair volumes are historically low, this process will support customers in Azerbaijan, Uzbekistan, Tajikistan, and Kazakhstan.
- Effective immediately, **Repair Order Portal** access has been suspended for Russia and Belarus, and the tool will not accept orders for delivery to Russia or Belarus.
- To ensure awareness of the suspension of support, notification **messages** have been prepared in English and Russian, and these will be available via the Support Community, the IVR phone system, the Contact Us page on Zebra.com, email autoreply, live chat auto-response, and the Repair Order Portal.

Please contact your account representative if you have specific questions or concerns. We appreciate your patience through these challenging times.

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