



In December 2001, Motorola learned of a mistake in User Manuals supplied with mobile phone handsets sold in some European countries. A list of in-country call-center telephone numbers included a reference to "Palestine." Further misunderstanding was created by the absence of Israel from the list. Israel, as well as other countries where we do business, was not listed because consumer support is provided by mobile network operators and not through a Motorola consumer support center. Consumers who purchase Motorola products in Israel are provided with local telephone numbers for service support. Motorola acknowledges that the reference to "Palestine" and the omission of Israel were serious but inadvertent mistakes. Motorola immediately recognized the sensitivity of this issue and took swift corrective action, which included:

- Establishing a consumer inquiry telephone number for Israel.
- Rectifying the issue in new manuals and amending current manuals.
- Clarifying the reference to the areas under the Palestinian Authority.
- Providing instruction to Motorola customer-service personnel on this issue.

Motorola understands the concerns that have been raised about this matter and apologizes for the interpretation that it may have created. We have conducted an extensive internal review and can assure our customers and the wider community that it was a regrettable error without political and social intent.

Motorola has had business operations in Israel since 1964 and Motorola Israel Ltd. remains one of the country's leading telecommunications companies. We are proud of that record, as well as our ongoing commitment to serve all of our customers in the many markets where we operate around the world.