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The following Customer & Partner Enablement Guide was made available to certain employees of Zscaler, Inc. ("Zscaler") via email by Ross Tackett and Faiyaz Shahpurwala on November 23, 2026.

Customer & Partner FAQ: Enablement Guide

1. General Announcement & Deal Rationale

Q1: Why is Zscaler being acquired by CrowdStrike?

This transaction will bring together two complementary innovators to deliver superior protection for customers. Building on a longstanding strategic partnership that already benefits many of the largest companies and government entities worldwide, together we believe we are creating the most expansive cybersecurity platform for the AI era. Our combined platform would have end-to-end capabilities spanning Zero Trust SASE, EDR, Next-Gen SIEM, Next-Gen Identity, AI security, data security, and Agentic SOC.

Q2: How does this transaction benefit customers?

Every day, there is new evidence of how dramatically AI is reshaping the threat landscape. By joining forces with CrowdStrike, we will be able to offer our customers far superior protection - addressing this challenge from the cloud, network, and endpoint. With an even broader combined platform, we will enable customers to hide their attack surface, eliminate lateral movement, stop breaches, and prevent data loss.

Q3: When will the transaction be completed? What happens between now and then?

The transaction is subject to customary closing conditions and regulatory approvals, which we expect to complete in Q4 of our fiscal year. Until the transaction officially closes, Zscaler and CrowdStrike continue to operate as two completely independent entities. It is strictly "business as usual."

2. Products, Roadmap & Technical Support

Q4: Will Zscaler's existing products or services be discontinued or sunsetted?

This transaction is about bringing together two highly complementary portfolios to deliver superior security in the AI era. Through our longstanding partnership with CrowdStrike**,** we already have 16+ integrations that demonstrate our technology works seamlessly together. We look forward to introducing our combined platform to more customers following closing. In the meantime, we continue to operate as two completely independent entities and it remains business as usual at Zscaler.

Q5: Will our product roadmap or feature release schedule change?

Our current commitments and quarterly development roadmaps remain unchanged. We look forward to sharing more around integrated product offerings following the close of the transaction, and as always we will communicate roadmap updates well in advance.

Q6: Will our day-to-day Technical Success Manager, Account Executive, or Technical Support contacts change?

Between now and the closing of the transaction, there are no changes. Your primary account team, technical success managers (TSMs), and escalation pathways remain identical. You can continue reaching out to the same individuals through your existing communication channels, support ticketing portals, and scheduled cadence meetings.

Q7: Will Service Level Agreements (SLAs), uptime commitments, or technical support entitlements be altered?

Between now and the closing of the transaction, there are no changes. All active Service Level Agreements, uptime guarantees, platform availability metrics, and support entitlements remain fully governed by your existing customer agreement. There are zero changes to our operational delivery or response times.

3. Contracts, Commercial Terms, Pricing & Billing

Q8: I am a customer of both Zscaler and CrowdStrike, can I now consolidate my agreements?
Between now and the closing of the transaction, we continue to operate as completely independent companies. Following closing, your account representative will be in touch regarding any administrative actions in this respect.

Q9: Does this announcement impact our existing contract or Master Services Agreement (MSA)?

Between now and the closing of the transaction, there are no changes. Your current contract, MSA,
Statement of Work (SOW), and Order Forms remain legally binding and in full effect under their current terms. The transaction does not void, alter, or require immediate amendment of active enterprise agreements.

Q10: Will our subscription pricing or renewal rates increase because of the acquisition?

All contracted pricing and rate terms are locked for the duration of your current contract term. Renewal terms and pricing will continue to be governed by the standard commercial provisions established in your existing agreements.

Q11: Do we need to assign our contract to CrowdStrike or sign a new agreement right now?

No action is required from you today. Until the transaction closes, your contract remains exclusively with Zscaler. If any administrative assignment notices, entity updates, or vendor profile updates are required after closing, our legal and finance teams will provide structured documentation and ample notice.

Q12: Where should we remit invoices and accounts payable payments?

Please continue to remit payments to the exact same banking, ACH/wire, and remittance details listed on your current invoices. If any tax ID (W-9) or banking details change post-close, you will receive formal, verified notification directly from our finance department.

4. Data Security, Privacy & Regulatory Compliance

Q13: How is our confidential customer data and telemetry protected?

Our data governance, confidentiality agreements, and information security policies remain completely unchanged. Your data continues to be hosted and processed in the exact same certified cloud environments and data centers used today, subject to the same strict access controls and encryption standards.

Q14: Will our data be shared with or accessed by CrowdStrike before the deal closes?

No. Under strict antitrust and pre-close regulatory rules ("gun-jumping" regulations), Zscaler and CrowdStrike are prohibited from combining operational databases or sharing non-anonymized, proprietary customer data. Your data is isolated within our secured architecture.

Q15: Do our Data Processing Agreements (DPAs) or compliance certifications (e.g., SOC 2 Type II, ISO 27001, GDPR, HIPAA) remain valid?

Yes. All existing DPAs, Business Associate Agreements (BAAs), standard contractual clauses (SCCs), and regulatory compliance certifications remain in full force. Our dedicated security and compliance posture operates under the same rigorous audit standards.

Channel, Reseller & Technology Partner FAQ

1. Channel Partners, Distributors & MSPs

Q1: What happens to our active Partner Agreement and registered deals?

Your existing Channel/Partner Agreement, commission splits, and registered deals remain fully protected under their existing terms. All approved deal registrations and associated margins continue to be honored without disruption.

Q2: Should we continue registering new deals through the Zscaler Partner Portal?

Yes. Partner portals, pipeline registration tools, and sales incentive programs remain active and unchanged. We encourage our partner ecosystem to continue prospecting, registering opportunities, and co-selling with our field teams as usual.

Q3: How will partner tiers, certification programs, and channel incentives be harmonized?

During the pre-close period, our partner program operates independently. As integration planning evolves post-close, our joint channel leadership will focus on creating a unified partner ecosystem designed to offer even greater revenue opportunities and programmatic benefits. Any future program enhancements will be shared with months of lead time.

2. Technology & Alliance Partners (ISVs, OEMs, Integrations)

Q4: Will existing API connections, webhooks, or technical integrations continue to be supported?

Yes. We remain deeply committed to our open architecture and API ecosystem. All public APIs, connectors, and technical integrations will continue to be maintained and supported according to our developer documentation.

Q5: Can we begin discussing joint integration roadmaps involving CrowdStrike's platform?

Under legal pre-close regulations, we cannot formally design, negotiate, or announce tripartite technical roadmaps or joint integrations involving CrowdStrike at this time. However, our technical partnerships team is cataloging priority integration requests for immediate evaluation following closing.

Template: To All Customers

Subject: Exciting news regarding Zscaler and your partnership with us

Hi [Client First Name],

I am writing to share exciting news that we announced publicly earlier today: Zscaler has entered into a definitive agreement to be acquired by CrowdStrike.

This announcement builds on our longstanding strategic partnership with CrowdStrike to deliver superior security outcomes for our customers. This transaction will bring together two complementary innovators to deliver superior protection for customers. At a time when AI is dramatically reshaping the threat landscape, we see an opportunity to create an even broader platform that unites endpoint security with Zero Trust SASE to stop breaches in the AI era.

You can read the official press release here.

I wanted to reach out to you directly because our partnership with **[Client Company Name]** is of the utmost importance to us. As you review this announcement, I want to emphasize several key points:

1. Business as Usual: The transaction is subject to standard regulatory reviews and is expected to close in [the fourth quarter of our fiscal year]. Until that time, Zscaler and CrowdStrike remain separate, independent companies.
2. Uninterrupted Service & Support: Your day-to-day contacts—including myself, your Technical Success Manager **[TSM Name]**, and our dedicated support team—remain exactly the same between now and closing.
3. Contracts & Security: Your existing agreement, pricing structure, Service Level Agreements (SLAs), and data security frameworks remain fully in place without modification.

I would welcome 15 minutes this week to connect, answer any immediate questions, and discuss what this means for our ongoing initiatives. Please let me know what day and time work best for your schedule.

Thank you for your continued trust and partnership.

Warm regards,

[Your Name]
[Your Title] | Zscaler
[Your Phone Number] | [Your Email]

Template: General Customer Announcement

Subject: Important update: Zscaler to join forces with CrowdStrike

Dear [Customer First Name],

Earlier today, we announced an exciting milestone: Zscaler has entered into an agreement to be acquired by CrowdStrike.

This transaction builds on our longstanding strategic partnership with CrowdStrike and reflects our team's relentless focus on delivering high-impact solutions for organizations like yours. By joining forces with CrowdStrike, we see an opportunity to create an even broader platform that unites endpoint security with Zero Trust SASE to stop breaches in the AI era.

As this transaction progresses toward close over the coming months, please keep the following commitments in mind:
• Your day-to-day experience will not change. Our support channels, platform infrastructure, and account teams remain fully dedicated to your success.
• Your current agreement, subscription terms, and SLAs are unchanged and remain fully active.
• Your data privacy, security posture, and compliance protections remain governed by the exact same stringent controls.

If you have any questions or would like to speak directly, please reply to this email.

Thank you for being a valued part of our journey. We look forward to building this exciting next chapter together.

Sincerely,

[Your Name]
[Your Title] | Zscaler
[Your Phone Number] | [Your Email]

Important Information about the Transaction and Where to Find It

In connection with the transaction, CrowdStrike and Zscaler will make filings with the Securities and Exchange Commission (the "SEC"), including a registration statement on Form S-4 filed by CrowdStrike that will include a proxy statement of Zscaler that also constitutes a prospectus of CrowdStrike. A definitive proxy statement will be mailed to stockholders of Zscaler after the Form S-4 is declared effective by the SEC. This communication is not a substitute for the registration statement, proxy statement or prospectus or any other document that CrowdStrike or Zscaler (as applicable) may file with the SEC in connection with the proposed transaction.

Before you make any voting or investment decision, CrowdStrike and Zscaler securityholders are urged to read these and other filings, as well as any amendments or supplements to these documents, when they become available. They have important information about the proposed transaction. You can obtain these filings for free at http://www.sec.gov. You may also obtain

CrowdStrike's filings for free at https://ir.crowdstrike.com/results-filings/sec-filings and Zscaler's filings for free at https://ir.zscaler.com/financial-information/sec-filings.

Participants in the Solicitation

CrowdStrike, Zscaler, their respective directors and certain of their respective executive officers may be deemed to be participants in the solicitation of proxies in respect of the proposed transaction. Information about the directors and executive officers of Zscaler is set forth in its proxy statement for its 2026 annual meeting of stockholders, which was filed with the SEC on November 23, 2026 (and which is available at https://www.sec.gov/ix?doc=/Archives/edgar/data/1713683/000171368326000223/zs-20261123.htm) and in its Form 10-K for the fiscal year ended July 31, 2026, which was filed with the SEC on September 3, 2026 (and which is available at https://www.sec.gov/Archives/edgar/data/1713683/000171368326000157/zs-20260731.htm). Information about CrowdStrike's directors is set forth in its proxy statement for its 2026 annual meeting of stockholders, which was filed with the SEC on May 5, 2026 (and which is available at https://www.sec.gov/Archives/edgar/data/1535527/000110465926055599/tm2532333-4_def14a.htm) and its Form 10-K for the fiscal year ended January 31, 2026, which was filed with the SEC on March 5, 2026 (https://www.sec.gov/ix?doc=/Archives/edgar/data/0001535527/000153552726000010/crwd-20260131.htm). Additional information regarding the direct and indirect interests of those persons and other participants in the proxy solicitation will be contained in the joint proxy statement/prospectus when it becomes available. These documents can be obtained for free from the sources indicated above.

No Offer or Solicitation

This communication is for informational purposes only and shall not constitute an offer to sell or the solicitation of an offer to buy any securities or a solicitation of any vote or approval in any jurisdiction in which such offer, solicitation or sale would be unlawful prior to registration or qualification under the securities laws of any such jurisdiction.

Forward-Looking Statements

This communication contains forward-looking statements within the meaning of the Securities Act of 1933, as amended, the Securities Exchange Act of 1934, as amended, and the Private Securities Litigation Reform Act of 1995. All statements contained in this communication other than statements of historical fact are forward-looking statements. Some forward-looking statements can be identified by words such as "believe," "may," "will," "potentially," "estimate," "continue," "anticipate," "intend," "could," "would," "project," "plan," "expect," "accelerate," "expand," "mission," "objective," "outlook," "predict," "target," or similar expressions. Forward-looking statements include statements about the timing and the consummation of the proposed transaction, its anticipated benefits, including the timing and amount of potential synergies, the incremental total addressable market for CrowdStrike, and the expected treatment of Zscaler's 2028 convertible notes ("Zscaler 2028 Notes") and Zscaler's related 2028 capped calls ("Zscaler 2028 Capped Calls") in connection with the proposed transaction. All such forward-looking statements are subject to risks, uncertainties and assumptions that could cause actual results to differ materially. Factors that could cause such a difference include: the ability of CrowdStrike and Zscaler to satisfy closing conditions including regulatory approvals, the ability of CrowdStrike and Zscaler to

integrate their businesses successfully; potential litigation relating to the proposed transaction; disruption from the proposed transaction; diversion of management's time and attention as a result of the proposed transaction; potential adverse reactions or changes to business relationships resulting from the proposed transaction; restrictions during the pendency of the proposed transaction that could impact Zscaler's ability to pursue certain business opportunities or strategic transactions or otherwise operate its business; the possibility that the transaction may be more expensive to complete than anticipated; and other risks described in the section titled "Risk Factors" in Item 1A of CrowdStrike's Quarterly Report on Form 10-Q for the quarterly period ended October 31, 2026, filed with the SEC on November 23, 2026, and in Item 1A of Zscaler's Annual Report on Form 10-K for the fiscal year ended July 31, 2026, filed with the SEC on September 3, 2026; and risks described in future SEC filings made by CrowdStrike or Zscaler. Accordingly, you should not place undue reliance on any of these forward-looking statements.

The forward-looking statements included in this communication are made only as of the date hereof, and are based on the current beliefs of CrowdStrike and Zscaler as well as assumptions made by and information currently available to them, which are subject to inherent uncertainties. Neither CrowdStrike nor Zscaler assumes any obligation to update any forward-looking statements, except as required by applicable law.