



March 12, 2020

To our valued customers and partners,

Cisco continues to closely monitor and respond to the global COVID-19 coronavirus outbreak. Our top priorities remain the satisfaction and support of our customers and partners, as well as the health and wellbeing of the people who work for and with Cisco. We are mobilizing our resources and technology to help the people affected by this difficult situation.

We activated our pandemic response plan, with our global response coordinated by a dedicated Incident Management Team with 24/7 coverage and reporting to top executive leadership. The teams are monitoring the situation closing, providing direction based on guidance from our corporate medical director and recognized international health bodies, together with official guidance from government, municipal and local authorities.

Cisco runs an agile, distributed supply chain and our global network includes manufacturing, component suppliers, and logistics operations in regions impacted by COVID-19. We are responding aggressively to minimize the impact to our operations, employees, and customers, while supporting any additional safeguards and precautions put in place to ensure worker safety and continuity. We are taking action to reroute orders, expedite alternate supply, and add manufacturing capabilities around the world. Please refer to our order tool, Cisco Commerce Workspace (CCW), for the latest lead time information.

We remain confident in our ability to respond to these challenges and thank you for your understanding as we work through this situation.

Inquiries may be routed to cov_response@cisco.com with usual Cisco contacts on copy.

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