August 21, 2020

To our valued customers and partners,

Since the beginning of the COVID-19 pandemic, Cisco has closely monitored the situation and taken actions to ensure the health and safety our workers, customers and partners. Cisco runs an agile, distributed supply chain and our global network includes manufacturing facilities, component suppliers, and logistics operations. By continually optimizing our supply chain, we are able to quickly adjust to changing market dynamics, minimizing impacts to our business and disruptions to our customers.

As the situation continues to evolve, we are able to prioritize our resources to support impacted people globally. We are regularly monitoring the needs of those at the front line of the global response and will refocus our efforts on humanitarian needs and critical infrastructure, if necessary. And we are protecting our supply chain workers’ health and safety by mandating our suppliers follow all applicable government regulations and Code of Conduct requirements.

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

NOTE: Please refer to our order tool, Cisco Commerce Workspace (CCW), for the latest lead time information. Additional information can be found in our Supply Chain FAQ.

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