April 14, 2020

To our valued customers and partners,

We are closely monitoring and responding to the global COVID-19 coronavirus pandemic. Cisco runs an agile, distributed supply chain and our global network includes manufacturing, component suppliers, and logistics operations. As the global impacts continue, we are rerouting orders, expediting alternate supply, and adding manufacturing capabilities around the world.

Our top priority is ensuring 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 continue to mobilize our resources and technology to help the people most affected by the pandemic.

In the current environment, we are prioritizing critical infrastructure such as healthcare, public services, education, service providers, and regulated financial services. We are constantly assessing the needs of those at the front line of the global response to the pandemic and will continue to make adjustments as necessary.

In certain countries, restrictions have been imposed on businesses, however Cisco has been granted exceptions for certain business critical work, which have allowed us to continue to operate with available capacity. 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.

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