

April 10, 2020

Dear Valued Customer,

During these challenging times, we wanted to provide an update regarding our critical messaging networks and overall operating performance. We have also attached a letter with our designation as a Critical Infrastructure segment which emphasizes the essential nature of the services, we provide our customers. We take this responsibility very seriously and will continue to work hard to be the dependable choice for your critical messaging needs. Most importantly, we appreciate everything you are doing to provide care and support for the citizens in our communities.

- Our wireless messaging networks are being monitored 24/7 and continue to be very stable with uptime metrics exceeding expectations. Our local technicians are ready, willing and able to deploy in the event of a critical trouble ticket.
- Our customer service teams are operating in a virtual environment and currently achieving all service level targets and expectations.
- Our online support portal Account Manager remains stable providing an efficient mechanism to perform customer service transactions. As a reminder, invoices can also be viewed on-line by accessing Account Manager. If you have already registered and need assistance accessing your account, please contact customer service or your account manager. If you need to register for the first time, please go to: [http://www.americanmessaging.net/intellimessage/account\\_manager.php](http://www.americanmessaging.net/intellimessage/account_manager.php)
- Our distribution center is fully stocked with pagers and we continue to fill all orders based on expected delivery requirements with no current back orders.

Associated with our designation as an essential service provider along with our responsibility to deliver the most critical messages within your environment, it is important that we continue to receive pagers that have been cancelled or exchanged back from our customers in a timely fashion. This will allow our customers to avoid charges for unreturned equipment and allow us to get devices refurbished quickly and back in the hands of hospital customers as soon as possible. It would also be very helpful if payments are made in a timely fashion allowing us to provide new pagers and operating resources required to maintain our modern, reliable and secure critical messaging networks during this difficult time.

Sincerely,

*Dave Andersen*

Dave Andersen  
President and Chief Operating Officer  
American Messaging Services, LLC

*J. Roy Pottle*

J. Roy Pottle  
Chairman & Chief Executive Officer  
American Messaging Services, LLC

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