

Dear Valued Customer,

With national attention on the COVID-19 pandemic, we recognize that each day brings more uncertainty for businesses and our communities. Our teams are closely monitoring developments on the pandemic and are taking the appropriate steps — consistent with CDC and WHO recommendations — to help support the ongoing health and safety of our employees and customers.

We know that first and foremost on your mind is making sure you are taking the appropriate precautions to care for yourself, your family, and others around you.

We also recognize that you are also focused on taking care of your businesses, employees, and customers during this time. We have heard from many of our customers in the most recent weeks and days, and wanted to share the latest from us:

- Especially during a pandemic such as COVID-19, we recognize our technology delivers the most critical messages within your environment. We are happy to report that our networks are performing very well and the recent investments we have made to modernize our technology have clearly improved the reliability and security of our critical messaging networks.
- Accordingly, we are continuously monitoring our networks to ensure that service interruptions and outage durations are minimized. We have also implemented several new measures to improve our notification and communication process providing improved clarity regarding what is happening along with any potential customer impact.
- We have also taken several steps to help ensure the reliability of our critical business processes and supporting infrastructures in order to continue to provide high-quality critical messaging services to you. This includes up-front prevention and mitigation efforts, as well as emergency response and recovery plans in the event of a disaster or crisis. Also, our distribution center is stocked with plenty of available paging devices if your requirements increase associated with the COVID -19 pandemic.
- We're asking all our employees, including all who interact with our customers, to take appropriate preventative measures. This includes regular and consistent use of hand sanitizer and disinfecting spray and wipes, increased cleaning and sanitizing for all company-operated facilities, and more frequent cleanings for our locations.
- We're also encouraging any employee who does not feel well to stay home, get well, and avoid interacting with colleagues and customers.

We have extensive experience in planning for and responding to a wide variety of situations around the US to support all our customers including over 1400 hospitals throughout the country. Accordingly, we remain focused on being the dependable choice for all your critical messaging requirements.

Please feel free to contact your Account Manager or email us at webcontactus@americanmessaging.net if you have any questions or concerns.

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