



March 18, 2020

Dear Customers and Partners,

With the unusual times we are going through with Covid-19 (Corona Virus) and government suggested social distancing and self-quarantine we wanted to let our customers know that Service IT Direct will continue to resolve any hardware/software issues and your SLA will not be interrupted.

We want our Customers and Partners to be confident that we are prepared and will remain operational and readily available 24x7 to assist you and your team. We will come onsite and adhere to any policies and procedures that you have in place to limit the exposure of this virus. We can send parts to your facility and jointly work via a smart hands arrangement with your employees to complete the repair.

Our US Based technical teams have an average of 30+ years of real world experience, so whether you need Service IT Direct CE's to talk you through resolving an issue, or assisting in more efficient & secure remote access strategies, we are available to do so.

Service IT Direct has taken steps with our US Based Service Delivery teams to allow them to work remotely and to exercise the best judgement in preventing the virus to spread.

Finally, I would like to take this opportunity to thank you for your continued support and to thank our colleagues who are all continuing to serve our customers well. Please let us know if there is anything further, we can do to be of service to you and your IT teams.

We wish good health for you, your families and your communities.

Thank you,

Your Service IT Direct Team