

Dear CloudNine Community,

As COVID-19 (the coronavirus) continues its impact on a global scale, I want to provide a personal update on steps CloudNine is taking to ensure business continuity and support for our customers, partners and community.

As you expect, the nature of this national emergency **does not impact the performance of the CloudNine platform.**

Based on guidance from the World Health Organization, we have augmented our already robust Business Continuity Plan to account for COVID-19:

- Minimize the viral spread of Covid-19 by having employees in select locations, work from home. The remote-worker scenario has been fully tested to **ensure we provide the full range of services and high-quality support you expect.**
- Create opportunities for our staff to connect and maintain an open dialogue with our clients and community to track evolving business needs. Our teams are currently anticipating the onset of any new challenges impacting our community or the way we do business, to create proactive solutions to accommodate those changes.
- Optimize the health and safety of our employees, customers and partners by suspending all employee travel and conducting virtual meetings where possible.

CloudNine will continue to monitor this unique situation daily and make tough, but necessary, decisions to minimize impact. While the current situation is fluid, **our commitment to serve our clients with continuity, consistency, security and responsiveness is unchanged.** Currently, the service hours for CloudNine Support also remain the same. Please feel free to reach out to info@cloudnine.com or to me personally with any questions or concerns.

Be Well,

A handwritten signature in black ink that reads "Tony Caputo".

Tony Caputo
Chief Executive Officer