

Blue Wireless Operations during Covid-19

Singapore 18 March 2020

Dear Business Partner,

As the Covid-19 situation continues to develop globally, I wanted to reach out to you regarding our services and operations. This is an uncertain time and we understand there are quite some questions, hence please find below key updates on Blue Wireless services:

- Our local teams and technical support desk continue to provide customer support as per normal. Our offices in Singapore, Australia, Malaysia and Netherlands are following directives from local authorities such as temperature measurement, restricted travel etc. We are fully enabled for remote working where needed.
- Our deliveries and new installations continue as per normal, utilizing distributed stock for Cradlepoint and Poynting equipment, global shipping partners for transport and local alliance partners for field services. However, our partners will follow restrictions from local authorities and local building management and if any services under provisioning are delayed, this will be communicated through our normal service delivery channels.
- Our services under management are uninterrupted and we do not expect any impact in the weeks ahead as the situation evolves. Due to the nature of our service design, including leveraging multiple LTE networks per country, there is maximum built-in resiliency and all service levels are honored.
- As most large industry events are cancelled, we are organizing webinars to continue to update our customers on product developments and anticipate to joining events again in second half of 2020.

We will continue to use every effort to deliver uninterrupted services for our customers and continue to work closely with our equipment-, network- and alliance partners to support our clients. In fact, the last few weeks we have been able to support many customers with on-demand connectivity to support their business continuity plans (BCP) and will continue to do so going forward.

Thank you for your support!

Ivan Landen
Chief Executive Officer
Blue Wireless