



February 17, 2020

To our valued customers and partners,

Cisco has been closely monitoring and responding to the COVID-19 Coronavirus outbreak in mainland China and around the world. Our top priorities are the satisfaction and support of our customers and partners, as well as the health and wellbeing of the people who work for and with Cisco. We are mobilizing our resources and technology to help the people affected by this difficult situation.

We also activated our incident management processes, including Global Business Resiliency (GBR) and Supply Chain Incident Management (SCIM), which are designed to rapidly respond to unexpected events like this outbreak. As has been widely reported, the potential impact to global supply chains may be significant. We are aggressively responding to minimize the impact to Cisco's supply chain and our customers, while prioritizing the safety of our employees, our suppliers' employees, and their families.

Cisco has extensive operations in the regions affected by the Coronavirus, including manufacturing, component supplier, and logistics operations. While many facilities have begun to resume operations, there are additional precautions and safeguards in place to ensure worker safety and continuity. Visibility to materials remains a challenge, as well as worker availability, and logistics and customs issues. Cisco is working aggressively to overcome these challenges by rerouting orders, expediting alternative component supply, and adding manufacturing capabilities in other regions.

The disruption caused by this outbreak will continue for weeks. While we are confident in our ability to respond to these challenges, we are taking action now to provide better visibility and transparency on order fulfillment and lead-times. We extended product lead-times on those products directly or indirectly affected by this disruption, and the updates are now posted in our ordering tools, Cisco Commerce Workspace (CCW). We have also begun to reschedule existing orders with new dates that reflect the changes to supply chain that are underway.

We sincerely apologize for the disruption and appreciate your understanding as we work through this difficult situation. We will continue to provide updates as the situation evolves.

Inquiries may be routed to cov_response@cisco.com with usual Cisco contacts on copy.

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