



March 20, 2020

Dear DZS Customers, Colleagues, Partners, and Investors,

The COVID-19 pandemic has impacted everyone and disrupted our daily lives in so many ways. DZS and its employees offer their condolences to anyone who has lost loved ones, and our prayers for recovery go out to those struggling to recuperate.

DZS takes deep pride in its role as your trusted network partner and is focused on ensuring your services continue to operate and run smoothly. After nearly 30 years in networking business, we have successfully navigated troubled waters with our customers before, and we have emerged stronger together. The COVID-19 pandemic is no exception – **we will get through this crisis together and we shall overcome.**

On a personal note, in my over 30 years in the carrier business operating critical communication networks. I can relate to the gravity of the expectations of running a reliable network, and deeply appreciate the responsibility you feel to deliver superior performance during these stressful times. Even as network traffic rates are spiking to unprecedented levels, your network is stepping up to the challenge, and ensuring that your customers are connected to their friends, their family, their favorite entertainment and critical devices, and their changing business needs. The DZS equipment in your network was designed to scale to meet these challenges. But if for some reason you need help, I want to let you know that the whole DZS team is here to help you through this difficult time – **we have got you covered.**

Here are ways we are ready to help:

- **We will be operational throughout this crisis to meet your needs** —Through our global supply chain team, we manage our inventory levels and replenish stock to minimize any delays in customer delivery. We are expediting purchasing and delivery of finished products to minimize any disruption to you. We are stepping up to increased demand for certain systems, and meeting customer requests for priority delivery with advanced purchase orders.
- **We are ready to serve you** — Social distancing and sequestering won't get in the way of our ability to serve you. We have used virtual tools for years, and continue to use web applications and videoconferencing within our customer support and field teams to make sure that you are able to reach out to the DZS team and protect your network – **We stand ready to serve you.**
- **We are focused on the health of DZS employees** — We have put in place the WHO and U.S CDC recommendations on travel, social distance and workplace sanitation. We have put in place general "work from home" policies for our employees. As a global company, we have been extensively using web and conferencing applications for many years, and as a result are very experienced in working remotely. **Our preparations and actions have positioned our employees to be ready to serve you.**

As the world traverses this crisis together, including millions working from home for the very first time, the importance of a robust network infrastructure – both wireline and wireless – has never been more apparent. Your investments in your fiber and mobile networks to date will prove essential in enabling the hyper-speeds and hyper-connectivity necessary to ensure that the well-being and economic recovery of your local communities and your nation is both possible and sustainable. Even though we are in uncharted waters, your investment in DZS and your network have made you a critical asset to your customers and positioned you for success. As your partner, we are here for you and committed to ensure you are able to operate and sustain your network now and in the future. If you need assistance, please reach out to your sales or [service](#) teams to let us know how we can be of service.

We are here for you – Let's get through this together.

Sincerely

**Yung Kim**  
CEO | DZS