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Dear Valued CBTS Customer:

The impact of the Coronavirus (COVID-19) is being felt around the world. This event, first and foremost, has all of us focused on the safety and health of our families, friends, and colleagues. It is also creating significant business challenges that are impacting organizations of all sizes. The purpose of this communication is to provide information about steps that CBTS has taken to minimize the impact to our customers as a result of this situation, and maximize our efforts to keep employees and customers safe.

- **BUSINESS RESILIENCY:** The CBTS Business Resiliency team is in regular contact with local, state, and federal agencies to monitor the situation and ensure that we are deploying best practices in response to the situation.
- **CRITICAL FUNCTIONS:** CBTS has strategies in place to maintain all critical functions. Our network and platforms are designed to allow secure remote access and support by our employees. We will continue to manage and monitor the stability of our network and perform maintenance activity.
- **CUSTOMER SUPPORT:** CBTS employees can answer calls, log tickets, and troubleshoot issues remotely should this become necessary.
- **TRAVEL:** CBTS has limited all non-essential travel in order to reduce the risk of possible exposure. We implemented this restriction in early February, and will keep this measure in place as long as necessary.
- **ON-SITE SUPPORT:** CBTS employees and vendors will continue supporting customers on site unless events require us to adjust this support model. We will, of course, adhere to any customer-initiated restrictions regarding on-site personnel.

CBTS is here to support your employees and your business. We understand the impact that this situation is having on organizations across the world, and know that these fast-changing events may introduce unexpected business challenges. Please contact your CBTS account representative if we can help you navigate these challenges, or if you have any questions about this communication. You may also contact the CBTS Business Resiliency Team at BusinessResiliency@cbts.com to learn more about our internal planning in response to this event.

Thank you for your business and partnership with CBTS.

Jeff Lackey
President
CBTS