



March 27, 2020

Dear Valued ORBCOMM Customer,

During this unprecedented time of uncertainty due to the Coronavirus (COVID-19) outbreak, I want to assure you that you can count on ORBCOMM to continue to support your business, so your customers can continue to count on you. We are in this together. ORBCOMM has created a **COVID-19 Response Team** that has implemented the necessary infrastructure, procedures and safeguards to ensure we continue to serve as a valuable resource and deliver the highest level of service through our global Customer Care Team.

#### **Full Support for Customer Inquiries**

ORBCOMM's Customer Care Team is available to address your needs 24 hours a day, 7 days a week, so you can keep your business running. Nothing has changed in how you reach out to us with inquiries and service requests. Our localized Field Service Teams will continue to support you through on-site visits for training and installation projects as long as it does not conflict with your organization's policies or the current travel, quarantine and contact restrictions. We can also provide support services via audio or video conferencing capabilities as necessary.

#### **Secure and Reliable Technology Infrastructure**

All of ORBCOMM's networks and web reporting platforms are hosted in the Cloud or at secured, off-site data centers and are expected to continue providing reliable, uninterrupted service. Our 24x7x365 Network Control Center in Sterling, VA, which serves as the focal point for managing our satellite constellation and ensuring message delivery, has the ability to operate seamlessly in the local data center as well. In addition, the majority of ORBCOMM employees are working from home and have VPN access to all of our networks and platforms along with proper connectivity resources and equipment to facilitate business as usual.

#### **Additional Support for Our Transportation Customers**

On March 13, the U.S. Federal Motor Carrier Safety Administration (FMCSA) published an emergency declaration that suspends Hours of Service regulations for drivers providing direct assistance to the COVID-19 outbreak relief effort. To help you understand how this declaration impacts your fleet, we have created a special email address, [safetyandcompliance@orbcomm.com](mailto:safetyandcompliance@orbcomm.com), to send your questions or concerns on how to implement best practices for compliance as it relates to ORBCOMM's ELD solution.

Our Customer Care Team is committed to providing the reliable service and around-the-clock support you need to ensure the continuity of your business operations during this tumultuous time. Please contact our Customer Care Department at 800-ORBCOMM or [customer.care@orbcomm.com](mailto:customer.care@orbcomm.com) if there are additional ways we can help you and your team.

We hope you, your families and your communities stay safe and well.

Sincerely,

Julie Spizuoco  
SVP, Solution Delivery

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