

A Message

from Mako Networks

Regarding COVID-19 (Coronavirus)



Dear Partners, Customers and Team Members,

The Coronavirus situation is a concern for everyone. Mako is actively monitoring available information and is taking steps to ensure the safety of our employees and partners and the continuity of our operations. As a PCI compliant organization and cloud service provider, we have long had business continuity and disaster preparedness plans in place. While we are not currently operating under the specific guidance of those plans as yet and our day to day operations have not been impacted, we are ready to implement quickly should the relative threat profile of the virus change.

As part of our ongoing efforts to keep you informed and aware of any change to our operations or any other important news, we have created an opt-in email list that you are welcome to join [here](#). Announcements of any operational changes we implement or news of anything that may prove impactful to any of our stakeholders will be sent to the members of this list as they occur.

Regarding our readiness to continue operations in the event the threat intensifies, our products are designed to eliminate single points of failure, our platform is cloud hosted and geographically redundant, our support and technical teams are set up to work remotely, we have geodiversity across our supply chain and distribution, and we have offices in multiple geographies should any individual location be significantly affected.

As an added precaution, our offices are following CDC recommendations on infection prevention and are adhering to their guidelines on limitations for all non-essential travel.

Please see the below CDC resources on prevention and travel restriction for more information:

- [COVID-19 Prevention](#)
- [CDC Travel Recommendations](#)

We are aware that this situation is concerning to everyone, and that access to current and relevant information is important. Our commitment as the management team of Mako Networks is to provide you, our customers, partners and employees, with timely, transparent and accurate information to the best of our ability throughout this uncertain time and at all times going forward.

Thank you for your continued support and stay safe!

Jason Kubasak
CEO
Mako Networks