

On behalf of the entire Infinera organization, our thoughts and prayers are with you as we collectively face the unprecedented challenges posed by the ongoing spread of novel coronavirus (COVID-19). Support for our global customers and a vigilant focus on the health and well-being of our employees are our top priorities as we navigate through the dynamic and uncertain developments affecting your own customers, employees, and stakeholders.

To be clear, Infinera is open for business and we are here to support you in this crucial time of need. By relying on a world-class global services team, a very diverse supply chain, and our vertically integrated solutions, as well as by closely monitoring our supply on a daily basis, we believe we are well positioned to help you deliver continuous services to your end-user customers as traffic patterns shift and capacity surges on infrastructure networks.

At Infinera, we believe it is our mission to support you at times like these, and we want to take this opportunity to update you on business continuity measures we are taking and key resources available to our global customers. In addition to direct support from your local sales teams, which you should continue to leverage as your first point of contact, we have established dedicated and enhanced customer service, technical support, and fulfillment teams to address critical network needs.

ENHANCED CUSTOMER SUPPORT

Our world-class Global Service and Support team is at your service 24x7, with geographically diverse resources capable of providing localized or virtual support, depending on your needs. For information about our remote support capabilities designed to help you to better protect your network without personal contact being required, please reach out to us.

services-cov-response@infinera.com

ENHANCED FULFILLMENT SUPPORT

In today's uncertain environment, extended lead times are increasingly common. To the best of our ability, we are prepared to work with you to expedite orders based on our own vertical integration capability, extensive global inventories, and highly diverse supply chain resources.

To this end, we have created a dedicated operations response team to provide enhanced support.

fulfilment-cov-response@infinera.com

INSTANT BANDWIDTH

For our customers that have Instant Bandwidth in their networks, our sales and support teams are ready to help you leverage the ability to simply and easily activate additional needed bandwidth remotely with a few mouse clicks - without sending anyone to the field. This is an excellent tool to help meet growing network demands while keeping your staff safe.

While the COVID-19 situation continues to evolve, we are committed to keeping you informed of relevant updates so we can work together to address your business-critical requirements. If you have any questions or concerns at any time, please do not hesitate to contact any of us directly or reach out to your local account or service representative.

With unwavering commitment to care for your business needs, we will continue to work relentlessly to support your organization, your network, your people, and your customers.

Tom Fallon

Chief Executive Officer

David Heard

Chief Operating Officer

Nick Walden

SVP Worldwide Sales

Alex Derecho

SVP Global Services