



An Open Letter to our Customers and Partners:

March 18, 2020

We would like to address your potential questions and concerns about NETSCOUT's preparedness and response to the current coronavirus (COVID-19) outbreak.

Protecting the safety of our employees, partners, and customers.

We follow the recommendations of the Centers for Disease Control and Prevention and the World Health Organization and the instructions of local authorities globally. We have stopped travel to high-risk regions and are restricting intercontinental as well as domestic air travel. Any business-critical exception requires approval from highest levels of authority..

We have instructed all employees globally to work from home if possible. Business critical exceptions are designated by top leadership. We are supporting team members in affected regions by shipping sanitizing gels and other items that have been difficult to source locally. We are in daily contact with our regional leaders and keep a close watch on employees impacted by the virus and will continue to support our employees and their families to the best of our ability and as safely as possible.

Ensuring business continuity.

NETSCOUT is making every effort to ensure that we can meet the needs of our customers without interruption. We have a robust and regularly reviewed business continuity plan covering contingencies, including pandemics. Our critical business systems are either cloud-based or backed up at alternative sites. Our employees can perform their tasks while staying at home. As of today, we have pressure tested our infrastructure and have experienced no slowdowns or disruptions. We are reviewing the situation daily and ensuring our employees, partners, and customers are regularly updated.

Supply chain continuity.

We have been closely monitoring our supply chain components and have taken proactive measures to accelerate purchases and built up a buffer of stock to insulate us from potential disruptions. To date we have not suffered significant disruptions in our supply chain.

Service and technical support continuity.

Our support organization has a proven track record of working through site disruptions without impact to our customers. Our systems are cloud-based, and all our support employees can and do work from home during the crisis.

Ongoing communication and updates

As always, the health and safety of our employees, partners, customers, and suppliers are paramount, and we will continue to actively monitor and respond to this situation as deemed appropriate by governing bodies and health experts. We will also provide our customers with updates as events unfold.

Thank you.
NETSCOUT Systems, Inc.