



CUSTOMER COMMUNICATION

REGARDING COVID-19 (CORONAVIRUS)

Dear Valued Thrive Customers,

Just a quick note to assure you that in this very difficult time, Thrive is here for you. We're currently weathering the COVID-19 storm better than expected and the Thrive team is well-positioned to assist with any technological hurdles that may arise in your business -- whether it be remote work, emergency Cloud & workspace migrations or cyber security concerns, our team is stepping up to the plate and admirably tackling all new challenges as they present themselves.

Thrive began a work from home policy last week on 3/16 with only a handful of senior management staff at each of our five core offices in New York, Massachusetts, Maine and Maryland. The transition went better than expected, with productivity INCREASING nearly 20%. Our ticket workloads began rising on Friday 3/13, steadily through Wednesday 3/18, before normalizing last Thursday through today. Overall, we're currently outpacing the increases and rapidly chipping away at any backlog.

Starting this week, Thrive is transitioning to 100% remote workforce and personnel will only be allowed in the offices for emergencies. Our team is resilient. We are equipped with the best diagnostic tools, technologies, and communication & collaboration suites in the industry. Our top two core values are **PEOPLE** (employees) and **CUSTOMERS**. Everyone at Thrive knows during normal times, our customers come first. However, these are not normal times and we have been constantly emphasizing with our employees to be EXTRAORDINARY in our customer interactions. The rally cry is "Service first, ask questions later."

In closing, if you or any of your employees need **ANYTHING** during this COVID-19 situation, please don't hesitate to reach out to your account manager or a Thrive senior executive. Best of luck to your business, customers, employees and loved ones.

Please rest assured, better times are ahead.

Rob Stephenson, CEO & Marc Pantoni, President