

To all our customers,

We respect and appreciate the trust you place in us by being one of thousands of organizations around the globe that deploy our Visibility & Analytics Fabric suite of products. As we live in uncertain times, with the emergence and replication of the COVID-19 virus, I wanted to clearly state that we take our responsibilities to you, our partners and our employees very seriously. Your trust in us is not taken for granted.

We have implemented a number of operational practices in support of our response to COVID-19 designed to ensure we maintain our supply and world class support of your deployed Gigamon products. We have a business continuity plan in place that covers supply chain integrity, remote workforce enablement and hygiene preparation. We will continue to actively monitor the situation and adhere to all appropriate guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and global government entities.

Technical Support

Our technical support organization is distributed around the globe and will continue to offer support and services in line with our agreements. We have a 24x7x365 follow-the-sun support model that ensures around-the-clock coverage for our customers and partners. Should a location become impacted due to COVID-19, we will continue to support you from other locations. Additionally, as part of our business continuity plan, we can have our team support you from remote locations with minimal disruption.

Product Supply

Gigamon has a global supply chain to source, assemble and distribute products. We will continue to work closely with our suppliers as we monitor the availability and supply situation to minimize any risks. For new products, lead times are shown in Gigamon ordering tools as these continue to reflect our best understanding. For service spares, we have depots around the globe in carefully selected locations to ensure appropriate coverage. In certain locations close to areas affected by the COVID-19 outbreak, we have taken proactive stocking measures designed to mitigate the impact of any quarantine situation. While we will do everything in our power to ensure we achieve the level of service you have come to expect from Gigamon, shipping may be impacted in certain areas due to reduced air shipment capacity.

Contingency Planning

We remain committed to solving for our customers' critical needs during these uncertain times, including helping provide infrastructure to implement cost containment or remote working initiatives. Your local Gigamon contact can provide more details.

We will keep you informed as some details above may change due to the nature of the spread and impact of the virus.

Should you have any questions regarding our COVID-19 response, please feel free to contact us at cov_response@gigamon.com.

Sincerely,

Paul Hooper, CEO