



There is no doubt that the Coronavirus has created disruption in everyday life and this situation is not likely to end anytime soon. We can expect that this is the new normal for the foreseeable future. Schools are shutting down, people are working from home, air travel is restricted, sporting events are cancelled, toilet paper is in short supply. Who would have thought this was possible!

I've learned over the years that whether it is dealing with day-to-day life events, raising kids, trying to build a business, whatever it may be, that we often have a great plan for how we think things should work. But then real life intervenes and changes our plans. It can be frustrating and worrisome. We like to think we are in control of everything. One thing that we really can control is how we react to life's daily challenges. Another thing I've learned is that overcoming challenges is what makes you stronger and more resilient. Our true test of character and strength is how we respond to these challenges. Sure the Coronavirus is serious. There is no doubt about that. We are going to have to deal with it and there are still many unknowns. However, we will get through it and be stronger as a result.

At UPN, we've had a cross-functional senior team working daily on our plans and responses to the Coronavirus. We are actively monitoring and following the guidance of the Centers for Disease Control and Prevention and the World Health Organization. We are coordinating with our employees, customers, business partners, contractors, and investors. Most importantly, we are listening to feedback from employees and customers and attempting to answer questions and provide support as much as possible. Please be aware that we are doing everything that we can to address the situation and respond appropriately. The situation is fluid and we will continue to adapt as new information becomes available.

We understand that uncertainty and disruption can be unsettling. Nothing is more important to us than the health and safety of our employees and customers, as well as the reliability and performance of the network and services we provide. Our mission has not changed. And in many ways has become even more important. We provide critical communications infrastructure services supporting schools, government operations, hospitals, first responders, and businesses of all shapes and sizes. Our customers rely on our network to be available 24/7/365 so that they can perform their mission critical services. Our networks provide the infrastructure so that everyone can be connected anywhere, anytime. Our customers place their trust and faith in us. This is not an obligation that we ever take lightly.

Thank you for putting your trust in us, not just today, but every day.