



Where networks
connect on the border

A Letter from our CEO

March 17th, 2020

Together, we are living through a moment in history that has never happened in our lifetimes. This virus has touched everyone on this small planet, and no one can escape its impact. Now is the time to recognize that we are all in this together. And that we must each do what we can to help each other. So today, I wanted to personally reach out and share a few of the steps we are taking on behalf of our employees and customers.

To those affected

First, our thoughts go out to those affected by this virus or have a loved one that has fallen ill. We wish you and yours the speediest of recoveries.

Employees: Actions for safety

Recognizing that we cannot serve our customers without our employees being healthy and safe, this has to be our priority. To address this concern, we are taking several measures, including the following:

- Effective immediately until April 1st, all non-essential MDC employees (finance, marketing, sales, etc.) will be working remotely, and all non-essential travel will be postponed during this time.
- We need to clarify that there are no cases of COVID-19 within the company and that this is a temporary preventative measure. Rest assured that this will not impact any critical operations and ongoing projects at any of our facilities.

Customers: How MDC plans to help

During this time of crisis, I thought about how to help our customers best. I looked for guidance in our core values of "serve others" and "do the right thing."



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Just like you, I have to think of my employees' safety first and foremost. But work has to go on, especially now and specifically in our industry. We know that with so many people working remotely, this is placing increased pressure on all networks. We have been in contact with our clients, and most of you expressed the need to augment your networks. In some cases, this requires engineers to travel to perform that work. To help our customers comply with travel ban policies implemented by both companies and governments, we are making our On-site Support services available at zero cost to all of our customers until April 30, 2020. You can learn more about this [here](#).

For our part, we feel this is how we can best help, and it is within our ability to do so. So we will. I remain open to any ideas you have on how we can help further; please feel free to share them with me directly at jsg@mdcdatacenters.com.

Finally, as we wait for this crisis to pass, and rest assured it will, we should take a moment to recognize that our industry is being called to serve at the front line of this crisis. We are in a privileged position in that the world is relying on all of us. Our industry was founded on the principle of connection, and this "connectedness" is at the core of MDC's purpose.

On behalf of the MDC family, we reaffirm our commitment to being here for you, throughout this crisis and in the years ahead. In the coming days and weeks, you can count on us to keep you updated; in the meantime, be safe.

Sincerely,

Juan Salazar

Founder and CEO at MDC Data Centers