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26 May 2020

As you may be aware, Governor Baker has authorized offices in Massachusetts to re-open, provided everyone continues to practice proper hygiene, maintains social distancing, and uses facial coverings in public, among other requirements. The Commonwealth of Massachusetts continues to recommend that people over 65 and those with underlying health conditions stay at home except to do essential errands.

I am writing to let you know we do not plan to re-open our Boston headquarters now.

Our Boston team, along with the entire Ascent team, will continue to work from home for the foreseeable future, which we believe is safer, prudent, and in keeping with the everyone's preferences.

You may send mail to our headquarters at 695 Atlantic Avenue, 9th floor, Boston, MA 02111-2758 USA, and to our post office box (Ascent Technology, Inc., PO Box 51435, Boston, MA 02111-2758 USA). You may also leave packages and other deliveries for us at the security desk in the lobby of 695 Atlantic Avenue. We plan to collect mail and packages approximately once each week.

Although we are unable to receive visitors now, you may always reach us by phone or email using information found in the Contact tab of our website at www.ascent.com. Please contact us at any time if you need our assistance.

We eagerly look forward to meeting with you again in person.

Sincerely,

Karen A. Prendergast
President

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23 March 2020

I am writing to update information I provided to you 10 days ago about the steps Ascent is taking in response to the Covid-19 pandemic.

Earlier today, Governor Baker ordered the closure of all non-essential businesses in the Commonwealth of Massachusetts starting at 12:00pm on Tuesday, 24 March 2020, and ending at 12:00pm on Tuesday, 7 April 2020, due to the outbreak of Covid-19, unless further extended.

Consequently, we are closing our Boston headquarters office today.

At this time, we are unable to accept mail or package deliveries at our 695 Atlantic Avenue address. However, we are able to receive letter-size mail at our post office box (Ascent Technology, Inc., PO Box 51435, Boston, MA 02111-2758 USA), which we plan to check from time to time during the closure. You may also reach us by phone or email using information found in the Contact tab of our website at www.ascent.com.

Our entire Ascent team continues to work remotely from home locations across the United States. Please contact us if we may assist you in any way.

Sincerely,

Karen A. Prendergast
President

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13 March 2020

I am writing to describe the steps Ascent is taking in response to the Covid-19 pandemic.

We value our relationship with our customers, and we want our customers to know that our top priority is delivering superior products and excellent service to our customers. Accordingly, we are taking every precaution possible to protect the health and well-being of our team members, their families, and others in our communities.

On 27 February 2020, we implemented specific procedures recommended by the US Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and federal, state, and local public health officials. These include proactive guidelines for limiting in-person meetings; practicing social distancing; sanitizing work areas frequently; and encouraging healthy behaviors such as frequent and thorough handwashing, use of alcohol-based hand sanitizers containing at least 60% alcohol, and sneezing and coughing in ways so as not to infect others. We discontinued domestic and foreign travel in favor of virtual meetings. We prohibited visitors, including delivery people, from entering our headquarters. In addition, we directed all members of our team to stay home if they did not feel well and not to return to work, in Ascent offices and in customer offices, until they were no longer sick.

We continue to monitor the situation closely, and we will implement all new procedures recommended by the US Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and federal, state, and local public health officials as they become available.

We also directed all members of our Boston team to switch from working in their headquarters offices to working remotely from their homes as soon as practicable so we could join the effort to slow down the rapidly increasing rate of infection. I am pleased to say all members of the Boston sales, development, and support teams are now working remotely from home. Fortunately, Ascent implemented technologies that enable the entire Ascent team to work together productively and seamlessly, with full access to all our systems, from remote locations more than a decade ago. We are all well versed in the use of these technologies, so there should be no disruption in the services we provide. All our computing resources reside in the AWS cloud platform, and we do not depend on any one Ascent team member to keep our infrastructure operational. Our support team is comprised of highly qualified engineers with extensive cross-disciplinary experience; we will continue to serve our customers' needs in the event we need to operate with a reduced team. Our Boston headquarters is currently open and staffed by at least one

person during regular business hours; however, this could change with little notice, in accordance with government recommendations, policies, and directives.

On behalf of the entire Ascent team, I thank you sincerely for your understanding and support during this difficult and rapidly changing situation.

Sincerely,

Karen A. Prendergast
President