

Dear Valued Infoblox Customers and Partners,

With the concerns associated with the ongoing coronavirus (COVID-19) outbreak, Infoblox wants to assure you it is taking appropriate steps to minimize the risk of business disruption, while at the same time protecting workers, their families and communities, partners and customers. Our corporate-wide Pandemic Leadership Team (PLT) is closely monitoring the rapidly evolving situation and taking steps to address the many issues presented by the outbreak as they arise, including international travel, worker health and safety, and operational issues.

Q: What is Infoblox's overall stance on protecting workers and visitors?

A: Infoblox is focused on protecting the health and safety of all Infoblox workers and visitors. Our policies are meant to protect the health and wellbeing of everyone at our facilities, including employees, contingent workers and visitors.

Q: Does Infoblox have a Business Continuity (BC) Program, which is up-to-date and tested?

A: Infoblox maintains a robust Business Continuity program to ensure that core business functions retain expected levels of service and is designed to ensure the continuing availability of critical functions and core services. Each plan is reviewed and updated regularly.

Q: Does Infoblox's BC Program include Pandemic Planning?

A: Yes, Infoblox has a Pandemic Plan that integrates with departmental and regional business continuity plans.

Q: Has Infoblox provided specific guidance to employees, contractors, and third parties who may be travelling to or from affected regions and then returning to your offices?

A: Restrictions and guidance on employee travel are being monitored and updated as appropriate and in accordance with CDC and WHO recommendations. We have also halted all non-essential domestic (US) and international business travel for all Infoblox employees.

Q: Do you have a plan to ensure the safety of all your employees?

A: The Pandemic Plan, which looks to CDC and WHO recommendations, makes employee safety a principal concern. Among other steps, all of our employees are working from home, until further notice.

Q: Has Infoblox evaluated the potential impact of the virus on key suppliers that deliver products, services, and support to your organization?

A: Infoblox is in regular communication with our key suppliers and vendors to ensure supply chain continuity. At this time, the COVID-19 outbreak is not impacting our service or product production.



Q: Does Infoblox anticipate any impact to its ability to provide the contracted level of services? Do employees have the ability to work remotely with access to critical services, email, telephony, etc., to ensure continuity of service?

A: Infoblox provides support from five global customer support centers with functional redundancies and backup coverage abilities. We have also established a number of policies and practices to support our employees who are required to work remotely to ensure that we can continue to provide the service our customers require.

Q: With countries around the world adopting sweeping measures to stem the spread of COVID - 19, including government mandates that citizens shelter in place, airport shutdowns, international and domestic travel restrictions, and, in some instances, completely sealing borders, does Infoblox expect any impact to its product shipments and deliveries?

A: During these unprecedented times, Infoblox is committed to minimizing impact to its customers, while also complying with emergency health and safety restrictions. Infoblox and its suppliers continue to actively monitor these evolving situations and identify alternatives where necessary and available. When and where delays may become inevitable, Infoblox will use its best efforts to deliver products as soon as is safe, lawful, and practicable.

Q: Will Infoblox be able to maintain needed replacement of critical infrastructure?

A: Working in conjunction with its distribution partners, Infoblox is taking best efforts steps to ensure that replacement units are available for delivery on a next-business-day basis or, where government and/or safety restrictions apply, as soon as is safe, lawful, and practicable. Customers should be aware that certain “last mile” logistics companies may be subject to restrictions on their ability to operate in areas impacted by COVID-19 and/or subject to government and safety restrictions. **Customers and partners are accordingly encouraged to work proactively with Infoblox’s support department to identify best options should such delivery impediments arise.** Because of the global distribution and travel restrictions and to minimize the chances of lapses in network coverage, **Infoblox encourages its customers and partners to minimize network changes during this period of pandemic-related interruptions** and until global logistics return to normal operations.

Q: How will Infoblox notify customers if there is a change that impacts service levels?

A: If necessary, Infoblox will provide customer updates via standard support channels, including the support notification website: <https://status.infoblox.com/>

