



Dear Customer,

As we all deal with global challenges from the COVID-19 pandemic, we at Transition Networks remain committed to the health and well-being of our employees, our customers and our communities.

In support of the global efforts to stop the spread of COVID-19, most of our team in Minnesota and around the world is working remotely. We will remain open and ready to serve our customers via our customer support phone lines, or [reach out to a member of our sales team](#). We are ready to provide you the support you need to ensure your projects move forward. [Email our experts with questions, call 952.941.7600 to discuss your needs or schedule a video call](#). Our Sales Engineers are also available for virtual demos in lieu of in-person meetings.

We have plans in place to address any concerns around customer quotes, orders, shipments and general inquiries. We have you covered with the same great service, support and products you have come to expect from Transition Networks.

In addition, we have taken numerous steps to ensure continuity of product delivery to you.

Supply Chain

Over 96% of our products are TAA compliant and therefore manufactured outside of China. As such, we are not seeing any significant impact to our supply chain and have proactively obtained additional stock to ensure business continuity for our customers. An update will be provided should anything change.

Shipping

This business-critical function continues, and we will deliver products to our customers as scheduled. We are monitoring the situation closely and will update you if changes occur.

We appreciate the opportunity to earn your business and look forward to providing you the products you need in a timely manner.

If you have any questions regarding your orders, please do not hesitate to contact your Transition Networks sales representative or email our sales department at sales@transition.com.

I personally want to extend my sincere thanks to you and my best wishes for the health and safety of you and your family during this challenging time.

Sincerely,
Anita Kumar
General Manager of Transition Networks