



March 20, 2020

Dear Valued Customer:

On behalf of everyone at Crescend Technologies, our hearts go out to those impacted by COVID-19. Our organization's focus, as always, is the safety and health of our colleagues, customers and community.

Crescend Technologies will maintain regular business hours 8:00 am to 5:00 pm Monday to Friday (Open for Business) during the COVID-19 Shelter in Place as mandated by State officials.

Crescend products are used by Public Safety and Defense consequently fall into the category of essential services or products: "provide essential services or products needed to ensure the continuing operation of government agencies and provide for the health, safety and welfare of the public."

I wanted to share a few updates to better inform and support you during these uncertain times.

- **Factory is fully operational** – All orders continue to be processed as scheduled.
- **Business to Continue** – We expect to remain fully operational and accessible by phone, email and via our online tools. Crescend team will continue to support and serve you in this new environment.
- **Customer Service** – The customer service team is fully staffed.
- **Engineering Department** – Engineering staff is available.

If you have a concern or need, please do not hesitate to reach out to Mauricio Ardila, President.

The coming weeks will be a challenge for all of us, and I apologize for any inconvenience these temporary circumstances may cause. On behalf of the entire Crescend Technologies team, I want to thank you for your patience as we work through these uncertain times together.

Sincerely,  
*Mauricio*

Mauricio Ardila  
President

*Jim*

Jim Hougo  
CEO

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