

Dear Valued Partner:

The last few weeks have been unlike any that we've ever experienced before. It's an unprecedented and uncertain time and we realize that this is not an easy situation for anyone. Every business and individual throughout our global community is affected and, as such, the team at ST Engineering iDirect would like to reassure you that we are putting new processes and tools in place to ensure that business can continue despite the unfolding situation.

We want to let you know what we are doing to prevent work disruptions on your behalf:

- Wherever we have service commitments we will proactively reach out to develop a customized plan to ensure optimal support
- We are working on online product training courses and webinars to continue to share product knowledge
- We are developing a series of virtual events to engage with you in local time zones to continue to provide our latest news

Whilst worldwide travel restrictions are in place due to the effects of COVID-19, we have also put the following procedures in place to ensure your business success:

As a company, we have taken swift action to protect our employees and slow the spread of the virus. Employees have been urged to work from home; international travel is postponed; and attendance at tradeshows has been halted.

In-person meetings are discouraged and we are using technology to enable us to overcome the physical barriers that we are facing; therefore, meetings will be held using videoconferencing services. As our first priority we want to encourage all of our customers to keep in close contact with us. We are on hand to answer any questions you might have. Your account manager is always available via email or phone.

Thank you for your understanding and patience as we navigate our way through this unforeseen situation. We are here to address your concerns and offer practical solutions – please make sure you continue to follow our social media channels and our frequently updated [Satellite Connection blog](#) to keep in touch with the latest information.

If you have any questions, please feel free to reach out to myself or your account manager.

Sincerely,
Thomas Van den Driessche
President of the Executive Strategy Board and CCO
ST Engineering iDirect