

Dear TotalTrax Customer,

At TotalTrax, we understand how important our products are to your operations safety and productivity. As we navigate through uncharted territory with the COVID-19 pandemic, I want you to know TotalTrax is there for you.

TotalTrax has cloud-enabled capabilities to enable teleworking. All but a handful of TotalTrax employees are now working from home, but that isn't stopping our commitment to serving you. I want to assure you that we are:

Maintaining service

TotalTrax's cloud-based services — operate from multiple, redundant data centers, are designed to be resilient and can be fully managed by our engineering team even as they now work from home. We do not expect any changes in the reliable service TotalTrax has provided for many years.

Staffed for customer support

TotalTrax's customer support team continues to work their regular hours. We operate support teams in multiple locations and, while there may be some disruption at certain locations for a limited time, overall we do not expect any significant change in access to support.

At TotalTrax, our vision is committed to providing the highest quality service to our customers, and we're proud that you are relying on TotalTrax to do so during these challenging times. We truly hope you and your loved ones stay safe.

Please know too that I'm personally available if you have issues or concerns. My email address is noconnell@totaltraxinc.com. TotalTrax customers can also reach out to our Support teams:

Customer Support:

customerservice@totaltraxinc.com

Phone: 855-895-7720

Technical Support

support@totaltraxinc.com

Phone: 855-895-7721

Sincerely,

Neil OConnell

Chief Technology and Product Officer