



PROTECTING PEOPLE AND ASSETS

EEC's Commitment to our Customers During the COVID-19 Crisis

While everyone across the world continues to navigate the uncertainty of COVID-19, EEC is committed to supporting our clients throughout the course of this pandemic and to provide continuity of service at all times.

We realize that in this time of crisis, it is critical that we make it possible for you to continue your operations and assist you in responding to the unique demands that you may be facing. We have been in business for nearly 50-years supporting mission critical weather operations for customers in the government, energy, aviation and media markets just to name a few. We want you to know that at this crucial time, you can count on us to be there to support your needs.

EEC's leadership team is meeting continuously to assess and appropriately respond to the crisis as it evolves, to adjust our operations to maintain continuity, and to support the safety and health of those impacted. In addition, EEC is operating in accordance with guidance from local government and public health authorities across the globe. Of course, the health and welfare of both our employees and your employees remain a priority. We have put in place many virus-mitigating actions which result in a reduction of potential transmission. We have extensive online collaboration capabilities for our employees to communicate with each other, you and our suppliers. We are working relentlessly to help everyone stay safe while at the same time continuing to serve you.

If you need to reach our support team, please go to <http://www.eecweathertech.com/global-support-services.php> and click on "Submit a Support Ticket"

Please complete the support ticket form by entering the requested information including your EEC job number, which should be located on the EEC manuals that were provided with your system. After you submit the support ticket, an EEC Customer Success representative will follow-up with you regarding your support need.

You are also welcome call us directly after you submit a support ticket to verify the status. To help us serve you most effectively, please be prepared to provide your support ticket number when you call.

We will maintain this page and update it regularly as conditions change.

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