



## Pyrios Customer Update COVID-19

As we continue to come to grips with COVID-19 and the impact it's having across the globe we wanted to assure our customers that Pyrios have all necessary systems and processes in place to support your business through these unprecedented times.

Pyrios services and 24/7 NOC support are fully operational to assist you to provide the best experience for your customers. Although international travel is banned, we have support staff in geo-diverse locations and procedures organised to respond in-country, both in Australia and New Zealand, where an onsite presence may be needed.

We recognise that whilst we are on different Covid-19 levels in Australia and New Zealand, our staff are fully equipped to operate remotely as required, with no impact on our service to our customers. Be assured this is not new for Pyrios, it's how we operate normally - our tools and systems, designed for remote work and remote access to customer platforms, are well established.

We are working closely with our business partners to assist you in your continuity solutions, so please reach out if you want information or advice.

We will continue to follow Government guidelines across our offices in Australia and New Zealand, to ensure the health and safety of all. We know the challenge that we all face as we deal with COVID-19, and we are dedicated to working with you as we take it on together.

Regards

A handwritten signature in blue ink that reads "Robyn O'Reilly".

Robyn O'Reilly  
CEO