A message from Joe Pinto, Pure's Chief Customer Experience Officer:

To our Pure customers and partners around the globe, please be rest assured we will continue to be operational during this time of uncertainty with COVID-19. We are continuing to monitor customer systems via Pure1. Our technical services engineers, along with our logistics and field service partners are prepared and will continue to serve our customers 24x7. Our service centers, logistics, and field service networks are operational, and we will be updating their status daily. We will be updating this article daily, or as critical changes occur. If you would like to receive email notifications whenever an update is made, bookmark our community page here.

Please stay safe and contact us if we can help in any way.

Best regards
Joe
Operational Status

Please see the following operations update of our Support Centers, Logistics Network, and Field Service Network:

TECHNICAL SERVICES SUPPORT CENTER STATUS BY REGION

<table>
<thead>
<tr>
<th>Region</th>
<th>Status</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMERICAS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>APJ</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EMEA</td>
<td></td>
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</tr>
</tbody>
</table>

Logistics and Field Service

Currently, there are a limited number of areas impacted by COVID-19. While local government sanctions may not be in place, the impact on individuals in the workforce may affect service level agreements. If an area is not listed below, there is no current impact.

Legend: ![Delays May Occur](1) ![Essential Services Only](1) ![Not Operational](1)

<table>
<thead>
<tr>
<th>Country</th>
<th>Status</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Argentina</td>
<td><img src="1" alt="Delays May Occur" /></td>
<td>Next business day deliveries will be delayed due to flight availability and backlog.</td>
</tr>
<tr>
<td>Brazil</td>
<td><img src="1" alt="Delays May Occur" /></td>
<td>The government has issued quarantines and curfews in various locations. Deliveries may be delayed.</td>
</tr>
<tr>
<td>Chile</td>
<td><img src="1" alt="Delays May Occur" /></td>
<td>The government has issued quarantines and curfews in various locations. Deliveries may be delayed.</td>
</tr>
<tr>
<td>India</td>
<td><img src="1" alt="Delays May Occur" /></td>
<td>The government has issued curfews in various locations. Deliveries may be delayed during these timeframes and will require an essential business statement.</td>
</tr>
<tr>
<td>Venezuela</td>
<td><img src="1" alt="Delays May Occur" /></td>
<td>Major carriers/couriers have canceled services. Delays may be incurred while using alternate sources.</td>
</tr>
</tbody>
</table>

You can also reach us 24x7 at: USA: 1 (866) 244-7121 || Global: +1-650-729-4088 || support@purestorage.com || https://support.purestorage.com/Pure1/Support
Frequently Asked Questions

What is your current position because of the virus. Have you invoked your business continuity plan?

We have a comprehensive Business Continuity and emergency readiness plan. Our global incident response team is monitoring the situation and remains in constant contact with our global team, including sales and our global supply chain partners.

In addition, we have successfully performed global Business Continuity tests in the last several weeks to revalidate that our policies, procedures, and systems are working. Our Technical Services organization has successfully tested working remotely with no loss of effectiveness. We are prepared to serve our customers at full capability, regardless of where the work is taking place.

What precautionary measures have taken place?

Pure has taken a comprehensive approach to deal with the current crisis. Pure employees are taking all possible measures to safeguard themselves, and by extension, our customers. As mentioned above, we have successfully performed global Business Continuity tests in the last several weeks to revalidate that our policies, procedures, and systems are working. In addition, an emergency notification system has been activated and in use. We have also positioned additional replacement parts in countries impacted heavily by COVID-19, in anticipation of delays with transportation and customs.

Will you be providing weekly updates?

Pure will update this KB article with updates if and when there is a change in status.

What about your partners providing FRU replacement – what’s the situation?

We have daily calls with field and logistics partners and there have been no disruptions reported. Our global depots have extra stock to counter transportation and custom delays.

In addition, we have in place a multi-continent supply chain strategy to source components and assemble our products. We continue to work closely with our extended supply chain partners to diligently monitor the developing situation and will react accordingly to maintain operations and fulfill our commitments to you.

The Pure team has daily calls to ensure we are aware of any potential delays or disruptions that could impact our customers. Should global conditions worsen, we are confident we can quickly respond to changing market dynamics, minimizing impacts to our business and disruptions to you. Your account team will stay in close contact and update you on any changes that may occur.

Please see the Pure Storage COVID-19 Coronavirus Outbreak Response

Please direct any additional inquiries to cov_response@purestorage.com
Additional Information

• Situation reports - https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports

• John Hopkins University COVID-19 Map - https://coronavirus.jhu.edu/map.html

• Novel Coronavirus (COVID-19) Situation - https://experience.arcgis.com/experience/685d0ace521648f8a5beeeee1b9125cd

• Coronavirus COVID-19 Global Cases - https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6

• Coronavirus Update (Live) - https://www.worldometers.info/coronavirus/

• Global COVID-19 Lockdown Tracker - https://auravision.ai/covid19-lockdown-tracker/