

Cobham SATCOM

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Our Ref: Leif Ottosson

Update on the delivery situation

Dear Valued Partner,

At Cobham SATCOM, we are committed to serving our customers. Delivering our products and spare parts to you at high and consistent quality and on time is and has always been of the utmost importance.

Current status

Due to the current global components shortage faced by nearly all industries, combined with global freight capacity shortages, we regret to inform you that we continue to encounter delays from our suppliers and with our in- and outbound freight forwarders. Our top priority all year has been working to mitigate any delays to meet the demand by planning and ordering components, as well as booking freight earlier. Despite this mitigation, we have to extend lead times which has regrettably impacted our response time to your purchase orders and requests.

We are taking action

We continue to take the following actions to improve the situation:

- Actively supporting our suppliers by helping to source alternative components that meet or exceed our high standards.
- Pre-ordering more components and on a much longer horizon to secure our future demand.
- Working closely with our suppliers to facilitate immediate coordination and response in the components market.
- Increasing our support to our Order Handling and Shipping by expanding the team.
- Pre-booking container shipments to ensure a future inventory of shipping capacity.

Help us better help you

While these actions are helping us improve our delivery performance, we can anticipate the shortages to continue and impact our lead times also into 2022. You can help us better act at the upstream level and optimize the situation by reaching out to your account manager and share your potential project and order needs as early as possible.

What you need to know

- It can currently take up to four days for you to receive an order confirmation from us.
- We expect the response time to normalize by mid-October.
- Our order handling team will proactively reach out to you to inform you of the status of any affected orders.
- Our sales team will reach out to each partner that has placed an order with us within this week to help clarify any questions you may have and discuss your potential project and order needs.

Please accept our apologies for the inconvenience caused. We will continue to do all we can to ensure our best support. We keep you informed on our progress. Thank you for your continued support and understanding.

Kind regards,

Leif Ottosson
CEO
Cobham SATCOM