

May 21, 2021

To our Valued Customers,

As we collectively face the current volatility in delivery and supply chain, the delays and unpredictable nature of moving goods both inbound and outbound is causing frustration for us all. More than ever, we recognize our ability to deliver the products you need ON TIME, with high RELIABILITY and fulfillment QUALITY is critical to our partnership. As such, we want to share the proactive moves we are making to offset and mitigate this market-wide issue.

**First**, we will be transitioning our outbound carrier support over the next few weeks to UPS. In doing this, we expect to see increased flexible capacity to support unprecedented demand and improved on-time delivery.

**Second**, we continue our work to optimize our warehouse fulfillment process, adding both capacity and productivity, including expanding our leadership with strategic new hires for director and additional management.

**Third**, we are working closely with our brands and supply partners to buffer inventory levels and collaborate in demand planning and forecasting to ensure availability in spite of the supply chain gaps that we expect to continue.


Your patience and support as we work together to manage through these challenging market conditions is much appreciated. Our entire team here at VoiceComm is, as always, here to serve you and deliver the exceptional experience that is both our reputation and our goal. We are happy to share the proactive measures we are taking to support your business!

Best regards,

Derek Weiss  
CEO

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