



Hafa Adai from the Guam and Saipan PDS TEAM:

We wanted to take this opportunity to advise you of various operational changes we are implementing to comply with local and federal emergency declarations related to the COVID-19 virus pandemic. Please see the following updates below:

- PDS remains in operation with all services and capabilities available to our customers. Contact our HelpDesk at **671-300-0220** for assistance.
- PDS has implemented more remote working procedures for our staff in accordance with Government mandates, but our customers should know we continue to be available 24x7 for remote support.
- We have implemented reduced on-site staffing at our office locations in Maite and Harmon and for this reason we ask that our customers do not go to these locations. If you need to visit one of our locations, please setup an appointment in advance.
- PDS continues to provide on-site customer service and support as may be required to support our services and products. These on-site services will be conducted on an appointment only basis in advance of the support and will require customer adherence to appropriate Government mandated practices that define personal contact during this time: social distancing, compliance with sanitary and hygiene protocols, etc.

We will be reviewing our processes and procedures as we go forward to try to insure we are providing the best possible service within the restrictions of the current environment. Thank you again for your business, we appreciate your patronage and will do our best in these trying times.

Sincerely,

**JOHN DAY - PRESIDENT & COO**

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