



Fellow West Texans,

During this time, I wanted to reach out and update you on how we're approaching the situation at Zeno Office Solutions, Inc.

First and foremost, our hearts and prayers go out to anyone who's been impacted by the COVID-19 virus, either directly or indirectly. Our thoughts are especially with those who are currently sick with this virus, to whom we extend our heartfelt wishes for a full recovery. And we're truly inspired by the selfless healthcare workers around the world and especially in the Permian Basin who are on the front lines working tirelessly to care for people in need.

Second, at Zeno Office Solutions, Inc. (as at your companies), we're focused on the health and safety of our employees, families and communities.

Third, during this time, we are continuing to service our customers who call in for service on their equipment. **To protect the few service techs we have available to work in the field, our first resolution to all service calls will be to try to fix/repair the issue over the phone. We have multiple technicians working from home in order to do this as a first level of support.** Assuming we cannot successfully triage the call over the phone, we will be able to dispatch a technician. Our technicians have a specialized cleaning solution and will be using to maintain the highest level of disinfecting and cleanliness in your office. When delivering supplies, like toner, to your office, I have instructed our technicians to Lysol the boxes.

Fourth, even as we deal with this pandemic, our team at Zeno remains laser-focused on your success as a company and our level of service to you as our customer. While all our businesses are in uncharted territory, Zeno is working tirelessly to support your company as best as possible in moments like this, and our relentless commitment to your success is stronger than ever. Our company was founded on core values – Faith Based, Customer, Integrity, Excellence, Pride, Personal Growth, Teamwork and Family Atmosphere -- and our values are unwavering and continue to guide everything we do.

Last, I believe GOD is in control. We will continue to seek him and rely on him for protection, guidance and care during this time. I believe in him and his love and trust his unwavering plans for us as individuals, as a company and as a community.

Sincerely,

Dale Fowler
President/CEO