



December 2, 2020

To our valued customers,

A recent fire at an Asahi Kasei Microdevices (AKM) factory in Japan has caused a global shortage in Temperature Compensated Crystal Oscillator (TCXO) components used in certain Sierra Wireless products. This is an industry-wide issue affecting manufacturers using this type of TCXO. Our supply chain team immediately began working with our global component suppliers to assess potential impacts and take steps to prevent disruption to your orders. Due to our persistent actions with regards to the AKM TCXO, we expect your Q4'20 deliveries and your forecasted Q1'21 deliveries are secure.

Sierra Wireless supply chain and engineering teams are making daily progress on our plan to manage this issue, and we are working hard to secure your needs for the rest of 2021 and beyond. We will provide you with updates as we work toward a long-term solution, and your sales contacts are available to answer any questions you may have.

Thank you for your patience and cooperation as we work to navigate this industry-wide challenge. Please accept our sincere apologies for any uncertainty or inconvenience that this may cause.

A handwritten signature in black ink, appearing to read "Roy MacLean".

Roy MacLean

Senior Vice President, Customer Experience