



March 12, 2020

Dear ORBCOMM Customer,

In light of the growing concerns related to the Coronavirus (COVID-19), ORBCOMM is continuing to monitor the status of the outbreak from the U.S. Center for Disease Control and the World Health Organization. Our leadership team has implemented a number of contingency policies, plans and infrastructure improvements to minimize the risk and disruption to our global business operations as well as to our valued customers. Our highest priority is the health and safety of every member of the ORBCOMM community, including our employees, customers, partners and vendors, while maintaining the resiliency of our business.

From a supply perspective, the overwhelming majority of ORBCOMM's products are manufactured in Mexico with Germany being a distant second. That being said, some of our device components are sourced from China, especially cables, so we have secured secondary sources for some of these components and are making good progress to secure the remainder. We have a sufficient supply of components and materials in inventory to continue manufacturing and shipping our products to our global customers in the near term. We have been proactively managing the supply chain since the initial outbreak of the Coronavirus and will continue to monitor the situation daily to mitigate any disruption to our manufacturing and fulfillment operations. The most important request we make of our customers is to provide your account manager with as much forecast visibility as possible on product requirements to assist with our production demand planning efforts.

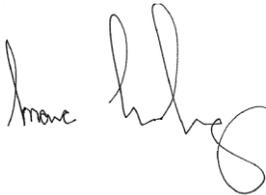
Please be assured that we have the infrastructure, procedures and safeguards in place to continue delivering the highest level of service and support through our customer care and technical support teams in multiple locations around the world. All of ORBCOMM's networks and web reporting platforms are hosted in the Cloud or at secured, off-site data centers and are expected to continue providing reliable, uninterrupted service. Our 24x7x365 Network Control Center in Sterling, VA, which serves as the focal point for managing our satellite constellation and ensuring message delivery, has the ability to operate seamlessly in the local data center as well. In the event of a quarantine situation that disrupts physical workplace availability, critical ORBCOMM employees will have VPN access to all of our networks and platforms along with proper connectivity resources and technical equipment to facilitate business as usual through teleworking and remote troubleshooting in support of our customers.

As the number of Coronavirus cases escalates globally, ORBCOMM continues to comply with all travel, quarantine and contact restrictions required by national, regional and local health authorities and is minimizing all non-essential business travel until further notice to reduce any potential impacts from the Coronavirus on our employees and our Company.

We will continue to assess the situation daily, reevaluate our business continuity protocols and provide updates as the Coronavirus health emergency unfolds over the coming weeks. Please contact your account manager or our Customer Care Department at 800-ORBCOMM if you have any questions or concerns.

Thank you in advance for your cooperation and support during this challenging situation.

Sincerely,

A handwritten signature in black ink, appearing to read "Marc Eisenberg". The signature is fluid and cursive, with the first name "Marc" written in a smaller, more legible script than the last name "Eisenberg".

Marc Eisenberg
Chief Executive Officer
ORBCOMM Inc.