



Ulterra

201 Main Street Ste.1660
Fort Worth TX, 76102
Office:1.844.ULTERRA
Fax:1.844.ULTERRA
ulterra.com

To our valued customers and partners,

COVID-19 has created a lot of uncertainty and fear, not just about health, but about supply chains. As much as possible, I want to alleviate any concerns about the latter. The people of Ulterra have worked for 15 years to earn the trust of our partners in the oilfield by consistently delivering better products faster than anyone in the industry. Amid the COVID-19 outbreak, we remain committed to continuing to earn that trust by serving our customers in every way possible, which means first and foremost keeping people safe.

We have implemented many changes to both align with guidance provided by leading government and health agencies and ensure we are supporting the needs of our customers. Upon request, we have prepared a document outlining some of these improvements. I believe the innovative changes our leaders have already put in place are exceeding even our own high expectations. We are both safer and faster today at delivering the right bits to location than ever before.

Today, emblematic of our people, Ulterra is both resilient and strong. Whether it is in innovation, quality, supply chain, or customer service – we are prepared to deliver the absolute best drill bits to the oilfield in every foreseeable circumstance. Although COVID-19 will pass, one thing will remain constant – when every run counts, Ulterra will deliver.

Respectfully,

John Clunan

President & CEO

