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Hello Families,

We wanted to make you aware of a service disruption that impacted your learning program recently.

Edmentum experienced intermittent outages and degraded service (slowness or error pages) over the past several days. This was due to a third-party application that was not functioning properly. We identified and deployed a fix to resolve the performance challenges moving forward.

We want to assure you that we take these incidents very seriously, and we are taking steps to prevent similar situations going forward. We understand the impact that these challenges are having on you and your students amid an already stressful and uncertain start to the new school year.

For real-time platform updates, you can visit our Status Support Page at <http://status.edmentum.com>.

If you need additional resources to help ensure your students are ready for learning, please visit <https://get.edmentum.com/calvert-getting-started-resources/>.

Normal performance has been restored and we will continue to monitor for any further issues. We appreciate your patience. For additional questions, please contact our support team at [support@edmentum.com](mailto:support@edmentum.com).

Sincerely,

**Paul Johansen**  
Edmentum Chief Technology Officer  
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