

# MIND Research Institute

Dear ST Math Partner,

We are deeply sorry for the intermittent ST Math outages over the past two weeks. The outages are unacceptable, and we apologize for the frustration, anxiety, and inconvenience you and your students may be experiencing.

MIND Research is taking immediate corrective steps to regain your confidence in us. To that end, we have assembled a team to work around the clock in isolating and correcting the JiJi Console issues. We will update you via email and the Console once a fix has been implemented.

We are not accustomed to having ST Math down, so our communication has been less than appropriate. We will develop more effective ways to communicate with you in a timely and proactive manner. We are confident that our actions will improve your customer experience.

If you would like to discuss this further with me directly, please call my desk phone at 949-345-8625.

Sincerely,

Jim Lund  
Vice President of Education Services  
MIND Research Institute