



27/ 11/19

Recent issues with the Internet and school phone systems

Dear Parent / Carer

I am writing further to the recent issues we have been experiencing with our internet access that has impacted on our communications with home. We were scheduled to move to a new Internet Service provider during October Half Term, which in the long term will provide a much more fit-for-purpose service for us. Unfortunately, a cabling error from BT Open Reach, which took several days to identify, meant that we lost internet service for nearly two weeks. As our phone system is internet based, this meant that our phones were down for this period as well. As quickly as we could we texted home to parents with an emergency mobile number to use and also posted a message on the school website (www.frieslandschool.com).

The circumstances were completely beyond the school's control but made for two very difficult weeks in school both in terms of our communication with home and for teaching in school. The internet is now fully up and running, although there are some legacy issues still affecting the Sixth Form block and the Apple Mac machines. There were further issues with the phone system on Friday that were not internet related. I am currently liaising with the Academy Trust to install a new phone system that is more reliable. Class Charts, which has been having a very positive impact in school, was also difficult for staff to use during the two weeks after half term. This is now up and running and if you have not yet downloaded the App I would urge you to do so as soon as possible.

A newsletter will be sent home shortly with news of all of the positive things that have been going on around school this term. Please do have a good read, Just to remind you that we have two INSET days coming up – **Friday 29th November** and **Monday 2nd December**. The two remaining INSET days of the school year are on **Monday 29th June 2020** and **Monday 20th July 2020**.

Yours sincerely

Mr P Monk - Headteacher

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