



Thomas Hall School Cowley Bridge Road,
Thomas Hall,
Exeter,
Devon,
EX4 5AD

Telephone: 01392 757371

Email: reception@thomashallschool.org

Website: <https://www.thomashallschool.org/>

Dear Parents and Carers,

Mr Evans wrote earlier today to advise you of the internet outage we are experiencing across the school. As you will appreciate, we are very reliant on the internet to complete day-to-day tasks, however we do have contingencies in place to ensure that the school day can continue as disruption free as possible.

I have requested urgent support from our central IT team, and we have Nick Roe our Head of IT and Infrastructure who is currently onsite. The fault is external to us, which has taken out our main internet and our back up. We are in the process of installing 4G routers to provide a level of service to the school until companies resolve the main support issue. When these are up and running we will confirm with you.

Our exams team have ensured that exams have continued successfully, and if your child's exam was delayed we have spoken to you directly and made sure that the pupils are settled and ready to complete the assessment.

We have been supported today by St Wilfred's School and Exeter College to enable emergency tasks to be completed and we are very grateful for their help.

Should you urgently need to get in contact with the school, please continue to use the mobile number provided earlier by Mr Evans. A reminder of this number is below:

07483 341871

Thank you for your support during this period of time.

Yours sincerely,

Phil Arnold
Headteacher

