

## [Monitoring] Service Interruption - Delayed Email Sending

2023-05-12 - Zach W. - Service Issues

### **[May 12 2023 9:40 AM]**

Yesterday afternoon our team started to observe delays with outgoing email processing and have begun our standard monitoring processes. We are continuing to observe delayed sending at this time. Our team is actively working to resolve the matter as soon as possible.

Please note that emails are being sent and delivered just at a slower rate. **No action is required to ensure your email will be sent and delivered.**

As more information becomes available, we will continue to provide updates.

We apologize for the inconvenience and appreciate your patience and understanding while we work to resolve the issue.

### **[May 12 2023 5:00 PM]**

At 10:30 am we were able to deploy an update to help improve the delayed email sending. Over the last few hours we've seen improved sending rates, and overall decreased delays in sending.

We are continuing to monitor sending rates, and will continue to post updates as more information becomes available.

We apologize for the inconvenience and appreciate your patience and understanding while we work to resolve the issue.