

Nate Davis

CEO and Chairman of the Board

Office: 703.483.4599

Email: Nate.Davis@K12.com**Board of Miami-Dade County Public Schools:**

K12 wants to express our regret for the series of events that caused Miami-Dade County Public School students, families, teachers, and administrators to have a difficult start to this school year during these unprecedented times. As previously reported by the Miami-Dade administration, a number of external factors caused a disruption in service for school this past week. K12 recognizes that our service delivery issues further contributed to the difficulties experienced.

Looking ahead, we believe that Superintendent Carvalho's vision of a blended and flexible school plan is still a viable and innovative option. This plan would have one digital curriculum that is aligned to, and satisfies, Florida Department of Education requirements, an integrated single sign on capability, and flexibility for teachers to insert and remove content so they can customize their instruction. This is a capability that no one has ever done at the scale of Miami-Dade's size. Historic changes like this are often not easy, and almost never come without some challenges.

We sought to partner with Miami-Dade because of its sterling reputation, capabilities, and the strong relationship we have had since 2011. It is based on this history that we agreed to accept Superintendent Carvalho's challenge to work on all of the integration and teacher training that was needed prior to finalizing our contract with the school district, and before any payments were made.

Although we all knew the 6-week timeframe was a challenge, we owed it to the students, their families, and their teachers to deliver. And while in any complex, highly scaled solution there will be ongoing issues to solve, we still regret we have not been able to get to where the Miami-Dade administration wants us to be. To this day, we continue to make changes to resolve issues and make improvements that Miami-Dade wants to see and will continue to do so as their partner. Our teams quickly stabilized the platform that supports kindergarten through fifth grade students, however the platform that supports students in grades six through twelve needed more work, and clearly did not handle Miami-Dade's requirements from the onset. The K12 team has worked around the clock in concert with the Miami-Dade team to address our issues, and although there are more functional changes that need to be made, performance is improving each day.

Our initial performance clearly hurt Miami-Dade's and K12's reputation and more importantly, caused confusion with teachers, frustration for parents, and delayed student learning. However, we remain committed to the Miami-Dade School District and their plans to provide an innovative solution for seamless integration between online and in building instruction using the K12 products and services to

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the extent deemed appropriate. This commitment also extends to database design upgrades and other changes that satisfy Miami-Dade's high standards of availability and quality for students and teachers.

Throughout our twenty-year history we have provided services for nearly two million students with an integrated solution that includes some of the best content and interactive curriculum in the industry. Unfortunately, COVID-19 has stretched us, our partners, and our customers, with unprecedented demands on how we all operate. Those challenges have made working in a completely virtual work environment that much more difficult. Nonetheless, we are fully committed to providing a customized, planned solution to the students and teachers of Miami-Dade and to help the school district demonstrate to the world the continued innovation and quality they are known for.

Sincerely,

A handwritten signature in black ink that reads "Nate".

Nate Davis

K12 CEO & Chairman of the Board