



Dear Congressman Sherman, Campaign Team, and Participants,

On behalf of TeleTownHall LLC, I want to extend our sincere and unreserved apology for the technical issues that delayed the start of the Sherman for Congress Tele-Town Hall on May 27, 2026.

The event was scheduled to begin at 7 PM PT but was delayed until approximately 7:40 PM PT due to a complication within our system. As call volume increased, additional servers were deployed to support the demand. During this process, a system conflict occurred while redistributing active call traffic, which resulted in a feedback loop that produced audio interference. Despite immediate intervention by our technical team, we were unable to resolve the issue without restarting the event bridge, which ultimately caused the delay.

At no point was Congressman Sherman or his campaign team responsible for, or a contributing factor to, the disruption or delay. We also deeply regret that the inbound messaging (“the conference will begin when the speaker has arrived”) heard by callers incorrectly suggested that the Congressman was late.

We understand the importance of this event, particularly given the significant outreach effort. We recognize the impact this delay may have had on the Congressman’s engagement with constituents and sincerely regret any inconvenience or concern it caused to callers and supporters.

TeleTownHall LLC is conducting a full internal review of this incident and implementing safeguards to prevent this type of issue from occurring in the future.

Please accept our deepest apologies for this incident. We remain committed to providing reliable service and supporting your continued engagement with constituents.

Sincerely,

Kristin Miller

Kristin Miller
CEO | TeleTownHall LLC