Cordant Health Solutions®

October 13, 2026

Subject: Scheduled IT Infrastructure Upgrade and Service Interruption — Sunday, October 25, 2026

Dear Valued Client,
As part of our ongoing commitment to providing secure and reliable service, Cordant Health Solutions will perform a scheduled upgrade to its information technology infrastructure on Sunday, October 25, 2026. This notice outlines the expected impact to your organization and any action that may be required.

Scheduled Service Interruption

All Cordant-provided services will be temporarily unavailable during the following maintenance window:

- **Date:** Sunday, October 25, 2026
- **Time:** 9:00 p.m. to 12:00 a.m. (midnight) ET
- **Affected services:** All Cordant automated services, including websites, IVR phone lines, Web Check-in, SFTP file transfers, and API services

We anticipate that all work will be completed no later than 12:00 a.m. ET, at which time services will resume normal operation.

Action Required

For most clients, no action is required. However, clients that maintain custom security frameworks, automated processes, or other custom IT integrations with Cordant may need to make configuration updates. We ask that you share this notice with your IT team so they may review the technical details below and determine whether any changes are necessary.

Technical Details for IT Teams

IP Address Migration. Cordant is migrating its external IP addresses. If your systems restrict access by IP address (allowlisting, also referred to as “whitelisting”), please update your configurations to include the new addresses listed below. We recommend adding the new addresses in advance of the maintenance window to avoid any disruption.
DNS Updates. Cordant will update its DNS records on the evening of October 25, 2026. The time-to-live (TTL) for these records has already been reduced to 15 minutes. Please ensure that any caching or proxy systems in your environment honor the TTL setting.

Address / Website	Current IP Address	New IP Address
sftp.sentryresults.com	20.95.1.66	20.95.32.2
sentry.cordanths.com	20.95.1.70	20.95.32.6
www.mycallin.com	20.95.1.73	20.95.32.9
online.cordanths.com	20.95.1.75	20.95.32.11
uatsentry.cordanths.com	20.95.1.79	20.95.32.15

5609 Fortune Circle South Dr.
Indianapolis, IN 46241
800.348.4422

info@cordanths.com
CordantSolutions.com

SFTP Connections. Depending on your SFTP client software, you may be prompted to verify and accept the server's host key for the new IP address the first time you connect after the migration.

Questions

If you or your IT team have questions regarding this upgrade, please contact clientservices@cordanths.com
We appreciate your patience and cooperation as we make these improvements and thank you for your continued partnership.

Sincerely,

IT Department
Cordant Health Solutions