FAQs: Sugarmate and Dexcom Connection

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Updated in the last 15 minutes

The Facts

1. **What Happened?**

   On Oct 18, 2021, Dexcom servers that support customers outside the U.S. underwent scheduled maintenance to enhance scalability and performance of Dexcom CGM data channels. To date, Sugarmate has utilized a legacy channel to access Dexcom CGM data and because of the Dexcom update, this channel is no longer available. As a result, the Sugarmate app is no longer receiving CGM data from Dexcom for our customers outside of the United States and customers within the U.S. will lose connection beginning as early as Thursday, November 4, at 1:00 PM PT.

2. **Did you know this was going to happen?**

   We have been making plans to update the way that we access Dexcom CGM data, knowing that this legacy channel would eventually not be available. The Dexcom scalability and performance server enhancements closed this legacy access channel, affecting the Sugarmate App. Dexcom has been extremely responsive and collaborative with Sugarmate on this issue.

3. **What should I use instead?**

   We encourage you to use Dexcom applications, including Dexcom G6 and Dexcom Follow, for real-time CGM viewing, alerts and remote monitoring. These apps are also compatible with select smart watches for enhanced functionality.

Who will it impact

1. **Who is impacted now?**

   Regrettably, the Sugarmate app is no longer receiving CGM data from Dexcom for our customers **outside of the United States.**
   We are anticipating that CGM data will be interrupted for U.S. customers beginning as early as Thursday, November 4, at 1:00 PM PT.

The Fix

1. What are we doing to fix it?

We are collaborating closely with our partners at Dexcom to understand the path to resolve this event and restore CGM data to the Sugarmate app. We know the Sugarmate app will need to be updated in order to regain access to Dexcom CGM data.

2. When will it be fixed?

We are finalizing the development and testing required to join the Dexcom Partner Web Application Programming Interfaces (API) program to integrate directly with Dexcom CGM data. Our teams are working in partnership to limit this disruption as much as possible and we are committed to providing regular updates on our progress.

3. Why does it take so long to fix it?

Server performance and reliability for our customers is critically important to both Dexcom and Sugarmate. However, it does take time to update and test the Sugarmate app, through the Dexcom channel. Both Sugarmate and Dexcom are working as quickly and diligently as possible to allow Dexcom's CGM data into the Sugarmate app again.

4. Why didn't Sugarmate plan for this earlier?

Sugarmate and Dexcom have been working closely in partnership to transition Sugarmate to an updated CGM data sharing channel. We are working as quickly as possible to release this update.

5. Did Dexcom intentionally block Sugarmate from receiving data?

Dexcom performed updates to enhance the scalability and performance of Dexcom CGM data channels. They were not targeted at Sugarmate. Dexcom has been responsive and collaborative with Sugarmate on the path to resolve this event and restore CGM data to the Sugarmate app.

6. Why can't Dexcom roll back the changes?

Dexcom scalability and performance improvements are required to support all Dexcom customers. They are required updates and as a result cannot be rolled back.

What else will this impact?

1. **Will this affect any of my other services or data integrations?**

   No.

2. **Will this affect my data going to t:connect applications from my t:slim X2 pump?**

   No, data from the t:slim X2 pump is pulled into the t:connect web application wirelessly using the t:connect mobile app and Bluetooth. The Sugarmate app is not involved.

3. **Will this affect my CGM data going to my t:slim X2 pump?**

   No, the Sugarmate app and the t:slim X2 pump integrate with Dexcom in different methods and do not affect each other.

4. **Even if this gets fixed, how do we know it won't happen again?**

   While unplanned outages cannot be predicted, we are working closely in partnership with Dexcom to update how we access Dexcom CGM data, with a focus on security and reliability.

5. **Is there anything Sugarmate users like me can do to help? Fundraise, protest, call or send letters to Dexcom, etc.**

   Dexcom has been extremely responsive and collaborative with Sugarmate. There is nothing for you to do and we thank you for your patience. We will provide progress updates regularly and will let you know once CGM data is available in the Sugarmate app again.

6. **Will Sugarmate continue to be a free app once this is resolved?**

   Our current focus is getting the structure in place to prevent disruption to our U.S. customers and reinstate connection for our customers outside the United States. We have no plans to start charging the community for the existing features and functionality of Sugarmate.