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## ***SORRY! A MESSAGE FROM EKOS RESEARCH ASSOCIATES REGARDING LATE NIGHT CALLS***

[Ottawa – November 20, 2012] - This is a note to apologize for calls that were made on November 19, 2012, past 9:30 pm local time. Households were erroneously called past the time that we programmed into the system. On weekdays, we set a calling window limit of 8:40 pm local time for our automated interviewing operations.

On November 19, 2012, upgrades were made to the system that inadvertently over-rode the call window parameter setting. We have since worked with our interactive voice response (IVR) supplier and have fixed the problem. This will not happen again.

We have been using interactive voice response (IVR - automated interviewing) for over 4 years now and this is the first time that this type of error has occurred. We are very sorry to all that were the subject of these terribly late phone calls.

If you wish to have your number added to our internal 'Do-Not-Call-List', or wish to lodge a complaint, please contact us at [inquiries@probit.ca](mailto:inquiries@probit.ca) or 1-855-288-4932.

Please accept our sincere apologies.

Probit Inc.