

September 13, 2018

To the University of Toronto Community,

We are writing to you as the registration software provider for the University of Toronto's Sport & Recreation division. We have been providing recreation software to leading universities across North America for over 10 years, and our software was selected by the University to replace an aging platform and make recreation programming more accessible to you and the rest of the community. However, we were unprepared for the sheer volume of website activity that occurred during the launch of program registration last week, and as a result, our site was overwhelmed.

First and foremost, we wish to apologize to you for the inconvenience and stress this initial site failure may have caused. This issue was particularly distressing to us, as our mission as a company is to provide recreation staff with the tools to engage and support their customers in their pursuit of health and well-being. Your inability to register for programming directly contradicts this objective.

Please rest assured that we are fully committed to providing you with seamless access to the University's programming and services, and we look forward to reliably supporting you and other customers in the future.

If for any reason you experience difficulties with your upcoming registration, please do not hesitate to reach out to the Sport & Recreation team at [416-978-3436](tel:416-978-3436) or sportandrec@utoronto.ca. We will continue to work with them to resolve issues as they arise.

Sincerely,

A handwritten signature in black ink that reads "Brian Foster".

Brian Foster, CEO

InnoSoft Canada Inc.