

March 5, 2021

Dear Valued Customer,

Effective Monday, March 8th, 2021, SPR Traffic Services will be initiating an after-business hours answering service. As a Mainroad Group company, we will be utilizing our in-house call centre operations service to deliver a high level of customer service when you need us!

This procedure does not impact a change to the phone number – please continue to call SPR's regular dispatch phone number: 250-883-6400. During after-business hours, calls will automatically be redirected as follows:

- Monday through Thursday between the hours of 7:00 PM and 5:00 AM;
- Fridays, from 7:00 PM to 5:00 AM the next business day, to include Weekends & Statutory Holidays.

The call centre agent will collect information to pass onto our SPR Dispatch Team including your name, company name, phone number, and any supporting details, as well as log the time and date of your call. Should an emergency callout arise after-business hours, the SPR Dispatch Team will be notified immediately to deploy required resources.

For any non-emergency after-business hour calls, our call centre agent will collect and log your information which will be responded to by the SPR Dispatch Team on the morning of the next business day.

These changes will enhance the high level of customer service our customers have come to know and expect from SPR Traffic Services. We sincerely appreciate your business and welcome your feedback. If you have any questions, feel free to contact myself at 250-213-7005 or cnorring@sprtraffic.ca.

Yours truly,

Chace Norring, Operations Support Manager

Please pass on this message to anyone in your organization who may have been missed.

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