

A message from the President of the Board of Directors of Construction Junction for those who purchased or attempted to purchase 2010 Steel City Big Pour tickets.

I want to personally apologize for the inconvenience you experienced attempting to purchase tickets for Big Pour Four. While Construction Junction (CJ) did not create the situation, we recognize that many of you are not very happy. I felt that given the circumstances, an explanation was both necessary and appropriate.

The Board of Directors and the Steel City Big Pour Committee, from the outset, has strived to have the best fundraising event in Western Pennsylvania. Over the last four years, the Committee has worked tirelessly to expand and provide the highest quality food and beer offerings, as well as interesting performance art and live entertainment. The result has been an event that the public eagerly anticipates each year.

Last year, as many of you know, the demand for the on-line ticket sales was so great that it crashed the computer system of our ticket vendor. As you can imagine, we were very disappointed and vowed that that situation would not recur. To that end, we conducted a wide-ranging search and found a new ticket vendor, ShowClix, actually based out of Pittsburgh. We specifically hired ShowClix to avert problems experienced in the past. CJ's staff had numerous meetings with ShowClix, developing the logistics for ticket sales and creating a seamless link from CJ's Big Pour Website to the ShowClix site. Our staff was assured more than once that ShowClix had the capability to handle the expected heavy traffic on August 2nd as they have handled much larger events than ours.

Unfortunately, the ticket sales did not go off "without a hitch" but in fact an unforeseen image resizing issue coupled with a spike in traffic prevented on-line access as a growing number of users attempted to log on to the ShowClix website.

This situation ended up creating an unfortunate situation both for you, our patrons, and CJ. ShowClix worked diligently yesterday into the evening and today to rectify the situation and provide Big Pour tickets to those who called in and were placed on the waiting list.

ShowClix has offered an explanation which we are printing verbatim below but again, I want to sincerely apologize for the inconvenience and frustration that this caused. We hope that this issue has not dampened your enthusiasm for the event, as we are all working hard on this year's Big Pour.

Howard J. Wein, President

Board of Directors, Construction Junction

Beginning shortly after 9:00AM on Monday, August 2nd, a small image resizing script that was used by many events within the ShowClix platform, including the Steel City Big Pour, began to conflict with some of the images and media throughout ShowClix, creating connection problems for users attempting to purchase tickets. While our ticketing system and architecture has been proven to process high volume

in-demand events, this problematic script (which we mistakenly and admittedly overlooked) quickly broadened and prevented online access as a growing number of users began logging on for the 9:00AM on-sale. This problem was resolved cross-platform as of early afternoon on Monday, August 2nd. The ShowClix Customer Care team stayed after standard business hours to assure all ticket buyers who waited on the phone lines received a return call. The vast majority of customers were ultimately able to successfully reserve their tickets, whether it be online, or over the phone with our Customer Care team. However, we'd like to extend our apologies for the inconvenience and confusion this may have caused ticket buyers. The Steel City Big Pour is a great local event, and although the on-sale process did not go smoothly like we hoped, we're still very excited and appreciative to be a sponsor of this year's event and a supporter of the Construction Junction organization.

All the best,

Joshua Dziabiak
ShowClix, Inc.