



Dear Jesse Crowe,

Forrester Research conducted their quarterly NACTAS Q3 2006 Omnibus Online Survey. Based on the results of the Genutec sponsored question (see question listed below), when receiving verbal correspondences from merchants, consumers prefer to receive a pre-recorded voice message over a live representative, on average at the rate of two to one, across different age, income, geographic, and technographic groups.

The percentages of those who preferred a pre-recorded voice message ranged from a high of 71% to a low of 57%, with an average of 63% across all groups.

The question was stated as such:

Q. When receiving a telephone call concerning goods or services I would prefer: (select one)

- A. A recorded message that states the purpose of the call and electronically provides me with the opportunity to either be removed from future calls, be transferred to a live representative, or end the call*
- B. A call from a live telephone representative who begins talking without providing an electronic option to screen the call, be removed from future calls, or end the call.*

Forrester conducted an online survey of 5,328 US individuals that are members of Survey Sampling's online panel. Forrester Research weighted the data by age, gender, income, online tenure, broadband adoption, and technology attitude to demographically represent the adult US online population. Survey Sampling fielded the survey in September 2006 and motivated respondents by entering them in a drawing. For results based on a randomly chosen sample of this size (N=5,328), there is 95% confidence that the results have a statistical precision of plus or minus 1.3% of what they would be if the entire adult population of US households had been polled. The sample used by Survey Sampling is not a random sample; while individuals have been randomly sampled from Survey Sampling's panel for this survey; they have previously chosen to take part in the Survey Sampling online panel.

If you have any questions, please feel free to contact us.

Sincerely,
Forrester Research's Consumer Technographics