



MEN'S BASKETBALL 2011-12

CUSTOMER SERVICE CENTER



"I cannot thank you enough for your continued support of Bearcats Basketball! In 2010-2011, the atmosphere in our late season games was electric and our student-athletes fed off of your energy. We all want to continue making your experience at our games one of the best in the city. Please take a few minutes to read about the new process to take care of all of our most loyal supporters needs. This new comprehensive seat selection program will give you the option to not only look at new seating opportunities but also learn about some of the new events for you that I am tremendously excited about. Again, thank you for your continued support. We cannot do this without you. Go Bearcats!"

- Mick Cronin

THIS CALL WILL SERVE AS YOUR "SEAT IMPROVEMENT" OPPORTUNITY:

All UCATS members holding Men's Basketball season tickets will be allocated a specific appointment time to discuss topics surrounding the UC Men's Basketball program and your season tickets. Every call made from the UCATS Customer Service Center will also give our most loyal fans the chance to ask any questions you may have about the program or provide suggestions on how we can continue to improve and expand.

OTHER PERSONAL PHONE CALL TOPICS MAY INCLUDE:

- **NEW SEATING OPPORTUNITIES AT FIFTH THIRD ARENA (OPTIONAL)**

This is your chance to discuss new seating opportunities at Fifth Third Arena for the 2011-2012 season. Your current season ticket location will stay the same if you choose not to participate in this phone call but all fans are encouraged to participate as we have some exciting changes to discuss. Visit CATSTIX.com for more info.

- **PRE-SEASON EVENTS WITH THE BASKETBALL PROGRAM**

The Customer Service Center will have information on special pre-season events with the men's basketball program which will be open to season ticket holders.

- **UC vs. OKLAHOMA at US BANK ARENA**

The UC-Oklahoma game at US Bank Arena is a neutral site event and NOT included in your season ticket package. Help us create a home court advantage in downtown Cincinnati on Saturday, December 29th. If you are interested in adding this game to your ticket purchase, you can do so during this call.

- **PARKING**

Your Customer Service Center appointment will attempt to answer any questions about parking preferences for games on campus at UC. Parking is allocated based on UCATS tier level first and then by your current priority point ranking.

- **GENERAL CUSTOMER SERVICE RELATED TOPICS**

This is one of your many opportunities to ask any questions about your game experience and offer suggestions on how we can improve our product. We are looking forward to implementing many fan ideas in the 2011-12 season.

WHAT THE EXPERTS ARE SAYING ABOUT YOUR 2011-2012 BEARCATS

"They're my dark horse pick to win the Big East Title." -Luke Winn, SportsIllustrated.com

Pre-Season Rankings: 8th by SportsIllustrated.com - 19th by ESPN.com

"It should get even better next season with the return of Yancy Gates..." -Andy Katz, ESPN.com

Academic Award for the 2009-10 Season: UC's Academic Progress Rating scored in the Top 10% -NCAA

FOR MORE INFORMATION:

UCATS.NET

513-558-2287