

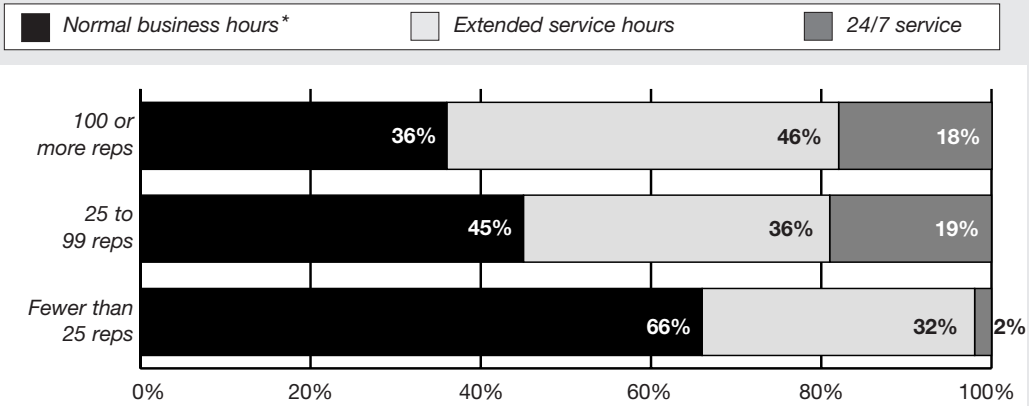
The following tables, from *Customer Service Newsletter's* annual Salary and Benchmarking Survey, look at differences in hours-of-service offerings by size of staff and by geographic region.

— **Editor**

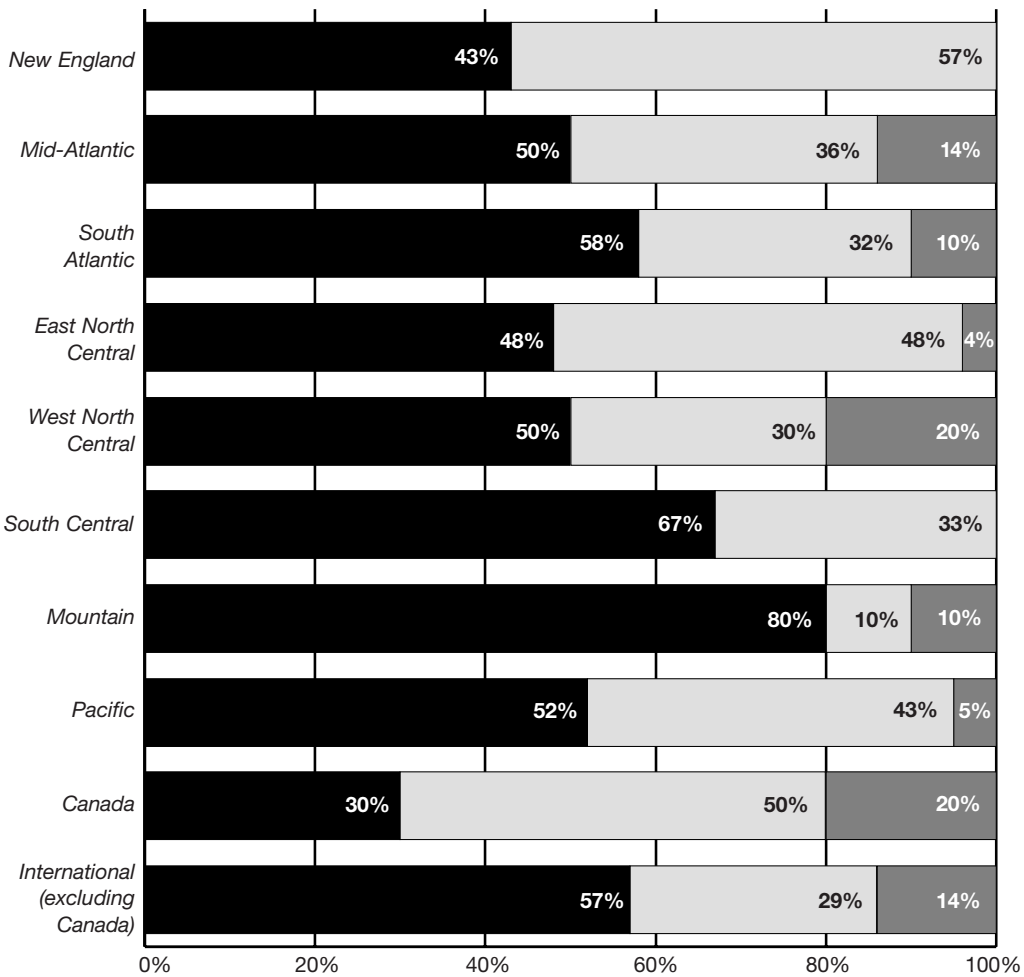
***Customer Service Newsletter***

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**Table 1**  
**Percentage of companies offering extended service hours**  
**(by number of reps)**



**Table 2**  
**Percentage of companies offering extended service hours**  
**(by geographic region)**



\* Note: For the purposes of our survey, normal business hours are defined as up to 5 days/55 hours per week. Extended service hours would include additional evening or weekend hours.