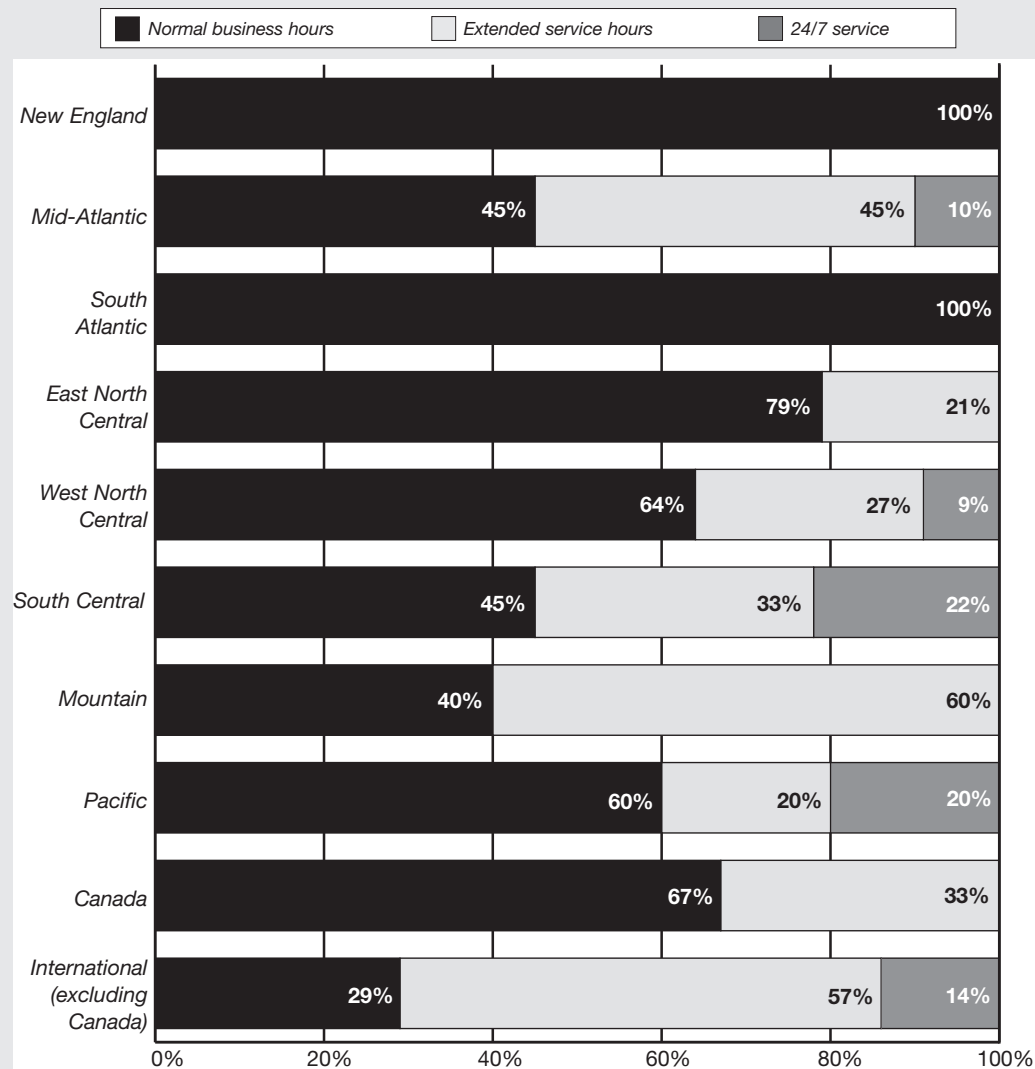


Companies offering extended service hours

The following table, derived from *Customer Service Newsletter's* latest Standards and Benchmarking Survey, reports on companies' hours-of-business offerings by geographic region. While many U.S. and international companies seem to be returning to more "normal" service hours, more companies in the Mid-Atlantic, South Central, and Pacific states are offering 24/7 service.

Percentage of companies offering extended service hours

(by geographic region)



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

New England: CT, MA, ME, NH, RI, VT

Mid-Atlantic: DC, DE, MD, NJ, NY, PA

South Atlantic: FL, GA, NC, SC, VA, WV

South Central: AR, AL, KY, LA, MS, OK, TN, TX

East North Central: IL, IN, MI, OH, WI

West North Central: IA, KS, MN, MO, ND, NE, SD

Mountain: AZ, CO, ID, MT, NM, NV, UT, WY

Pacific: AK, CA, HI, OR, WA

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