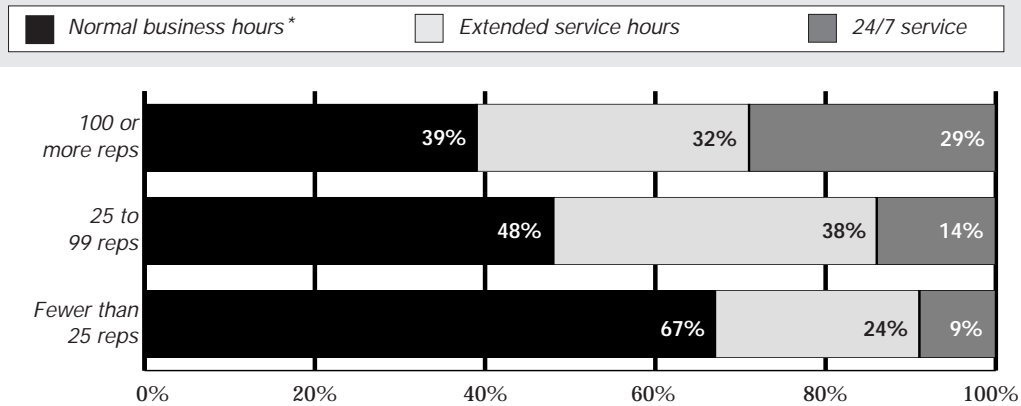


## Service contacts: Phone contacts still lead, but self-service surpasses snail mail

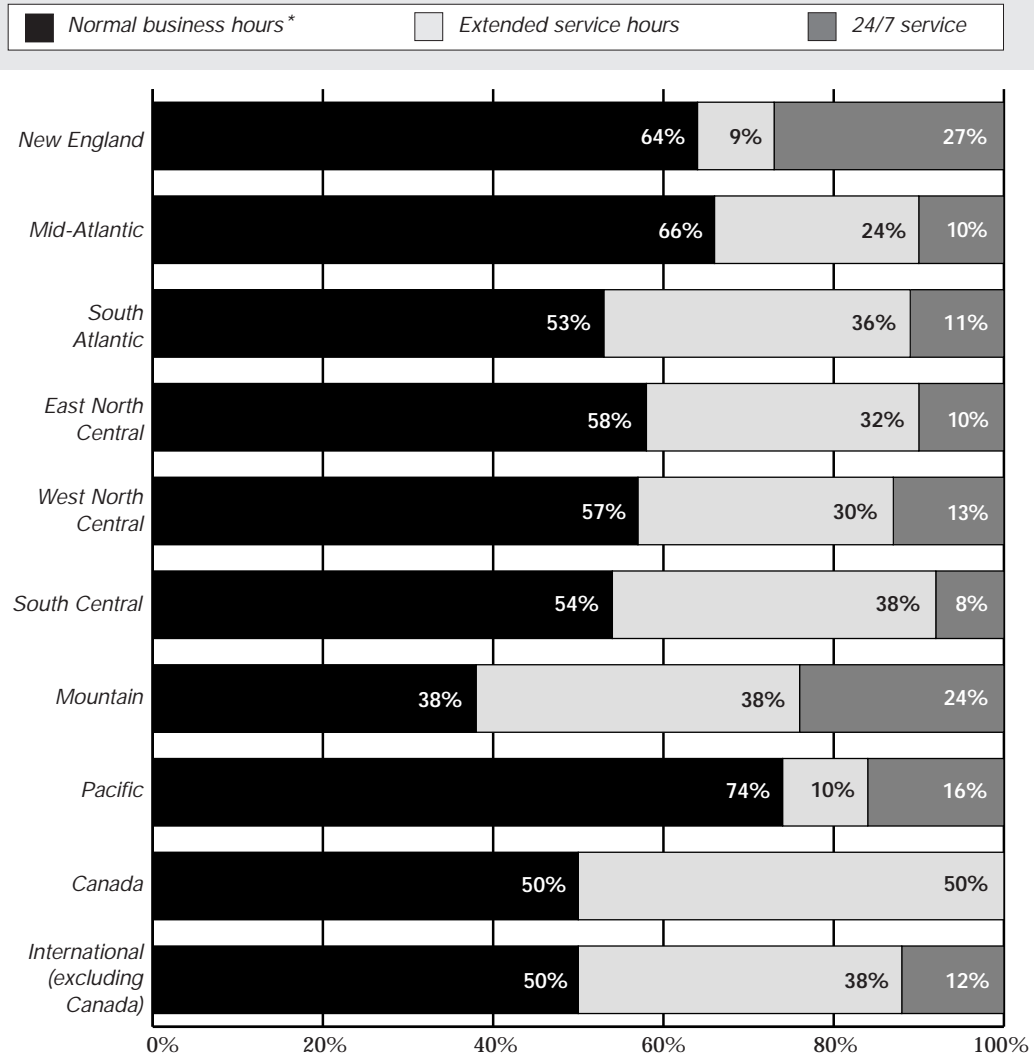
The following tables are derived from Customer Service Newsletter's 2006-2007 Salary and Benchmarking Survey. They look at survey participants' hours-of-service offerings by size of service staff and by geographic region.

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



\*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.

**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.