



Month End Summary - August 2010

| Customer Data | August 2009 | August 2010 | Gain/ (Loss) |
|------------------------|------------------------|------------------------|-------------------------|
| Basic | 13,637 | 13,339 | (298) |
| Data | 8,808 | 9,438 | 630 |
| Voice | 1,054 | 2,108 | 1,054 |
| Customer Relationships | 15,193 | 15,217 | 24 |
| Revenue Units | 23,499 | 24,885 | 1,386 |

| Phone Statistics | Tech Support | | | |
|-------------------------|---------------------|-------------|-------------|------------|
| | May | June | July | Aug |
| Calls offered | 2,799 | 3,571 | 3,983 | 4,847 |
| Calls answered | 2,368 | 2,882 | 3,147 | 3,191 |
| Average time to answer | 0:33 | 1:52 | 2:21 | 3:57 |

| Phone Statistics | Customer Service | | | |
|-------------------------|-------------------------|-------------|-------------|------------|
| | May | June | July | Aug |
| Calls offered | 5,695 | 6,763 | 7,448 | 8,718 |
| Calls answered | 4,814 | 5,649 | 5,972 | 5,853 |
| Average time to answer | 0:44 | 1:01 | 1:22 | 2:25 |