

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

— **Editor**
Customer Service Newsletter
www.CustomerServiceGroup.com

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

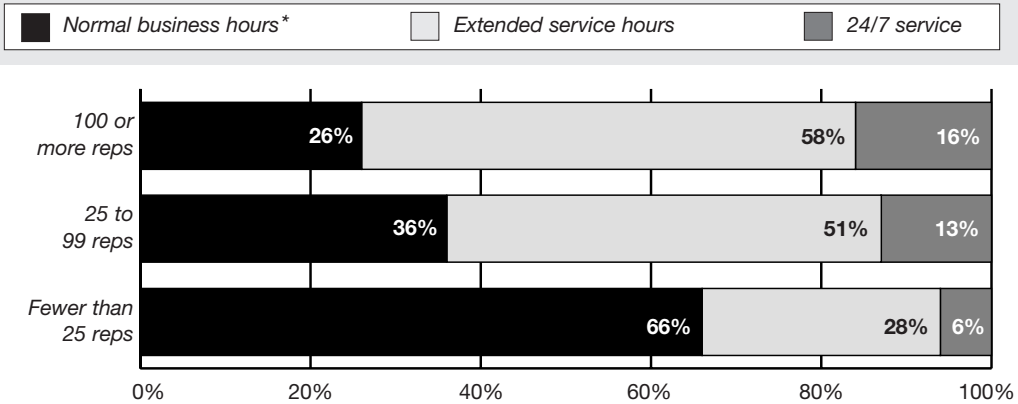
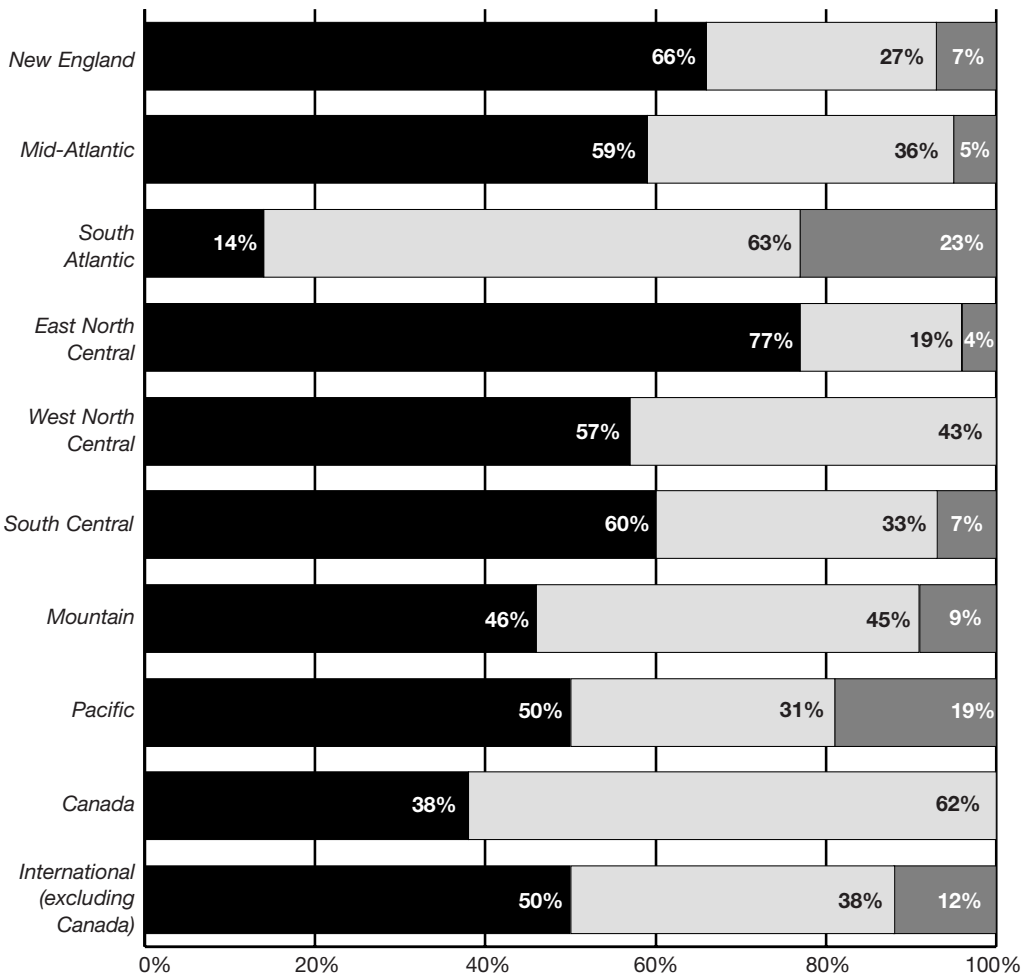


Table 2
Percentage of companies offering extended service hours
(by geographic region)



* 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.