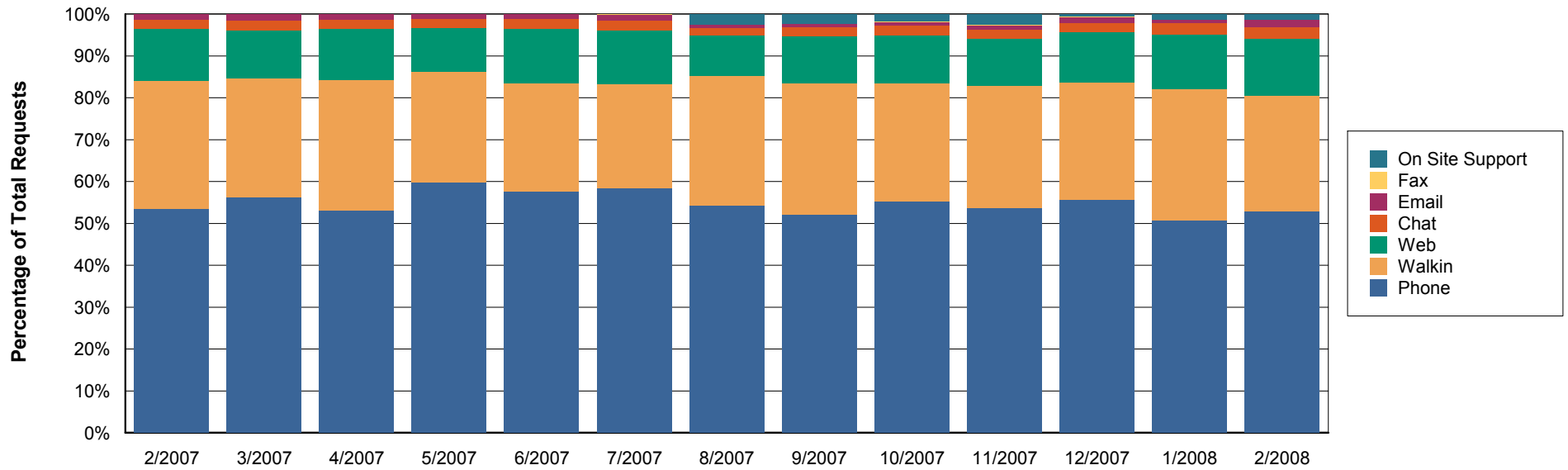


Requests by Point of Contact



	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Total
Fax	0	0	0	0	0	1	8	1	12	19	12	1	1	55
On Site Support	0	0	0	0	0	0	295	163	124	143	17	100	75	917
Email	56	82	92	67	59	80	107	64	64	59	65	66	102	963
Chat	109	135	155	146	132	140	201	160	158	136	88	218	159	1,937
Web	568	643	835	662	697	736	1,177	840	827	666	503	1,038	780	9,972
Walkin	1,401	1,593	2,166	1,684	1,383	1,411	3,774	2,307	2,041	1,762	1,184	2,498	1,581	24,785
Phone	2,466	3,158	3,685	3,803	3,090	3,347	6,592	3,872	3,984	3,234	2,342	4,046	3,043	46,662
Total	4,600	5,611	6,933	6,362	5,361	5,715	12,154	7,407	7,210	6,019	4,211	7,967	5,741	85,291