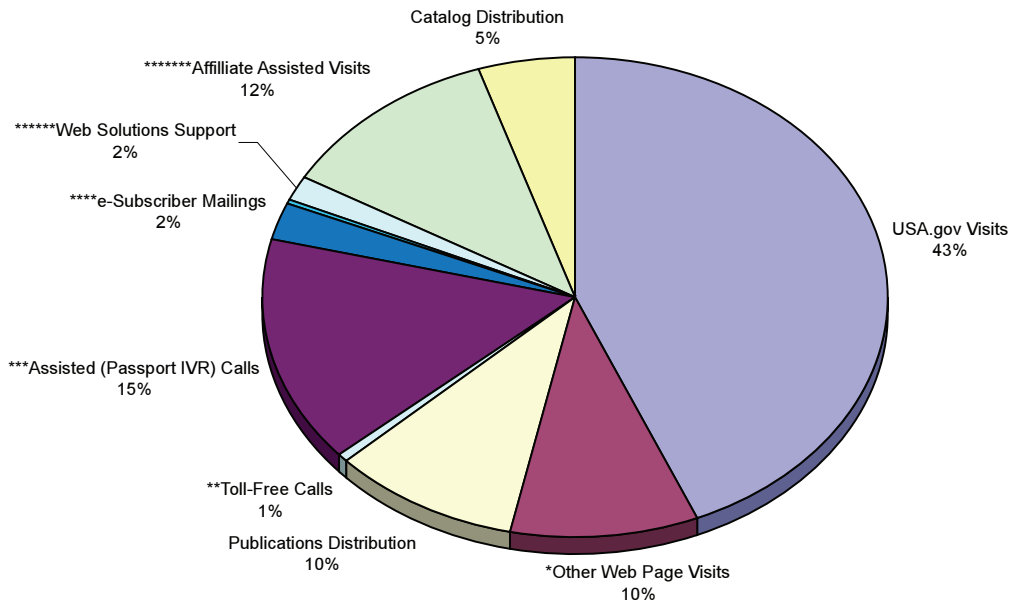


USA SERVICES

USA Services Summary of Public Contacts (actuals as of September 30, 2007)

Citizen Touchpoint Summary:	FY 2004	FY 2005	FY 2006	FY 2007
Totals	101,443,072	122,670,285	132,989,233	222,284,873
USA.gov Visits	77,709,955	88,758,590	84,318,017	97,014,575
*Other Web Page Visits	12,109,350	15,936,846	19,067,859	21,636,892
Publications Distribution	5,129,961	8,213,942	16,134,477	21,321,581
**Toll-Free Calls	1,538,818	1,695,017	1,831,513	1,716,990
***Assisted (Passport IVR) Calls	3,829,875	5,876,573	7,854,820	33,450,157
E-Mail Processed	96,360	106,575	109,922	108,516
****e-Subscriber Mailings	1,028,753	1,123,582	2,378,104	5,375,948
Web Chat	0	0	0	10,231
*****FirstContact Agency Support	0	959,160	1,294,521	1,007,824
*****Web Solutions Support	0	0	0	3,617,691
*****Affiliate Assisted Visits	NC	NC	NC	26,108,453
Catalog Distribution	NC	NC	NC	10,916,015

FY 2007 Channel Break-outs



*kids.gov, consumeraction.gov, pueblo.gsa.gov, info.gov, usaservices.gov, Intergovernmental Solutions wiki visits, RightNow Technologies Frequently Asked Question (FAQ) sessions

**Calls handled by the National Contact Center (NCC) in support of 1 (800) FED INFO or our Tier 1 customers

***Calls handled through the telecommunications support the NCC provides to the National Passport Information Center

****A variety of regular informational e-mailings that are sent to individual subscribers

*****Telephone and e-mail inquiries handled by contractors obtained via our FirstContact contract

*****Visits to websites that are hosted under services provided in the USA.gov Tech Web Solutions contract

*****Searches conducted on sites affiliated with and directly served by USA Search

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