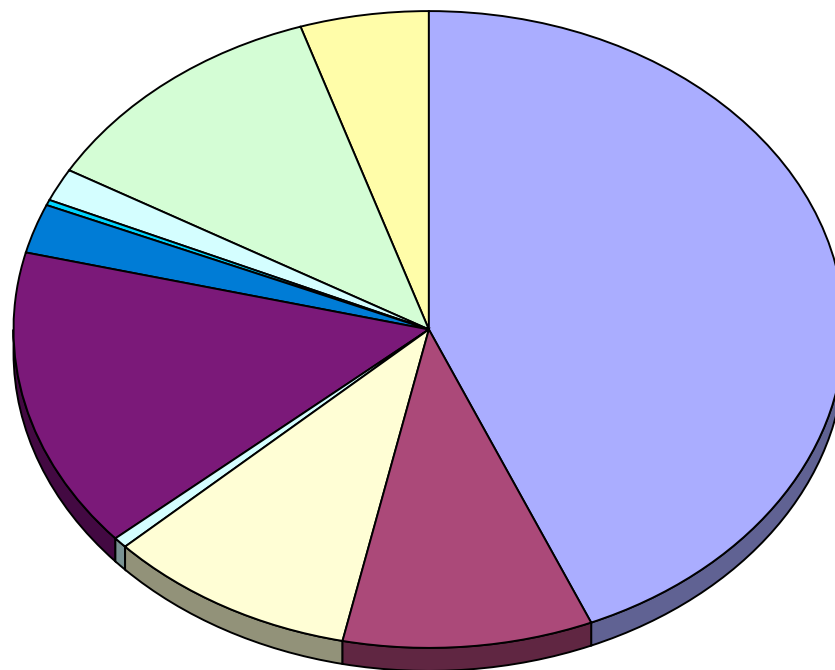


# USA Services Summary

10/18/07

Citizen Touchpoint Summary:	FY 2004	FY 2005	FY 2006	FY 2007
<b>Totals</b>	<b>101,443,072</b>	<b>122,670,285</b>	<b>132,989,233</b>	<b>222,284,873</b>
USA.gov Visits	77709955	88,758,590	84,318,017	97,014,575
Other Web Page Visits	12109350	15,936,846	19,067,859	21,636,892
Publications Distribution	5129961	8,213,942	16,134,477	21,321,581
Toll-Free Calls	1538818	1,695,017	1,831,513	1,716,990
Assisted (Passport IVR) Calls	3829875	5,876,573	7,854,820	33,450,157
E-Mail Processed	96360	106,575	109,922	108,516
e-Subscriber Mailings	1028753	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 Agency Support	0	0	0	3,617,691
Affiliate Assisted Web Visits	NC	NC	NC	26,108,453
Catalog Distribution	NC	NC	NC	10,916,015

### FY 2007 Channel Break-outs



USA.gov Visits	Other Web Page Visits	Publications Distribution	Toll-Free Calls
Assisted (Passport IVR) Calls	E-Mail Processed	e-Subscriber Mailings	Web Chat
FirstContact Agency Support	Web Solutions Agency Support	Affiliate Assisted Web Visits	Catalog Distribution