

MARVIN Phone vs. Internet Contact Report

2nd Quarter 2011 (Fiscal Year)

January – March 2011

| Total MARVIN Contacts | Calls to MARVIN | | Internet MARVIN | |
|------------------------------|------------------------|-------|------------------------|-------|
| 3,725,649 | 3,013,725 | 80.9% | 711,924 | 19.1% |