

QWKFIL QuickFill : Subscription Fulfillment Made Easy!

CNTRL2 Same as charter but letter for 6/12 term

| Expire quarter               | Renewal number | Cohort size | Renewed and paid | Renewed | Renewed | Renewed | Renewed | Renewed | Renewed | Renewed | Renewed | Renewed | Renewed   | Renewed   | Renewed |
|------------------------------|----------------|-------------|------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|-----------|---------|
|                              |                |             |                  |         |         |         |         |         |         |         |         |         |           |           |         |
| 2009 Q4                      | 2nd ren        | 26          | 23               | 100.0%  | 23      | 88.5%   | 0       | 0.0%    | 0       | 0.0%    | 3       | 11.5%   | 1,914.60  | 1,914.60  |         |
|                              | 3rd+ ren       | 4           | 4                | 100.0%  | 4       | 100.0%  | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 300.00    | 300.00    |         |
|                              | Total          | 30          | 27               | 100.0%  | 27      | 90.0%   | 0       | 0.0%    | 0       | 0.0%    | 3       | 10.0%   | 2,214.60  | 2,214.60  |         |
| 2009 Q3                      | 1st ren        | 19          | 19               | 100.0%  | 19      | 100.0%  | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 1,497.00  | 1,497.00  |         |
|                              | 2nd ren        | 4           | 4                | 100.0%  | 4       | 100.0%  | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 300.00    | 300.00    |         |
|                              | Total          | 23          | 23               | 100.0%  | 23      | 100.0%  | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 1,797.00  | 1,797.00  |         |
| 2009 Q2                      | 2nd ren        | 54          | 36               | 90.0%   | 40      | 74.1%   | 0       | 0.0%    | 14      | 25.9%   | 0       | 0.0%    | 4,922.40  | 4,754.40  |         |
| 2009 Q1                      | 1st ren        | 53          | 46               | 100.0%  | 46      | 86.8%   | 0       | 0.0%    | 7       | 13.2%   | 0       | 0.0%    | 5,691.00  | 5,735.00  |         |
| 2008 Q4                      | 1st ren        | 17          | 14               | 100.0%  | 14      | 82.4%   | 0       | 0.0%    | 3       | 17.6%   | 0       | 0.0%    | 2,123.20  | 2,123.20  |         |
|                              | 2nd ren        | 5           | 1                | 100.0%  | 1       | 20.0%   | 0       | 0.0%    | 0       | 0.0%    | 4       | 80.0%   | 120.00    | 120.00    |         |
|                              | 3rd+ ren       | 4           | 0                | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 4       | 100.0%  | 0.00      | 0.00      |         |
|                              | Total          | 26          | 15               | 100.0%  | 15      | 57.7%   | 0       | 0.0%    | 3       | 11.5%   | 8       | 30.8%   | 2,243.20  | 2,243.20  |         |
| 2008 Q3                      | 1st ren        | 8           | 0                | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 8       | 100.0%  | 0.00      | 0.00      |         |
|                              | 2nd ren        | 12          | 0                | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 12      | 100.0%  | 0.00      | 0.00      |         |
|                              | Total          | 20          | 0                | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 20      | 100.0%  | 0.00      | 0.00      |         |
| 2008 Q2                      | 1st ren        | 33          | 26               | 100.0%  | 26      | 78.8%   | 0       | 0.0%    | 7       | 21.2%   | 0       | 0.0%    | 3,106.80  | 3,106.80  |         |
|                              | 3rd+ ren       | 55          | 0                | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 55      | 100.0%  | 0.00      | 0.00      |         |
|                              | Total          | 88          | 26               | 100.0%  | 26      | 29.5%   | 0       | 0.0%    | 7       | 8.0%    | 55      | 62.5%   | 3,106.80  | 3,106.80  |         |
| 2008 Q1                      | 1st ren        | 24          | 12               | 100.0%  | 12      | 50.0%   | 0       | 0.0%    | 0       | 0.0%    | 12      | 50.0%   | 918.00    | 918.00    |         |
|                              | 2nd ren        | 64          | 0                | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 64      | 100.0%  | 0.00      | 0.00      |         |
|                              | 3rd+ ren       | 4           | 0                | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 0       | 0.0%    | 4       | 100.0%  | 0.00      | 0.00      |         |
|                              | Total          | 92          | 12               | 100.0%  | 12      | 13.0%   | 0       | 0.0%    | 0       | 0.0%    | 80      | 87.0%   | 918.00    | 918.00    |         |
| Total for package CNTRL2     |                |             |                  |         |         |         |         |         |         |         |         |         |           |           |         |
|                              | 1st ren        | 154         | 117              | 100.0%  | 117     | 76.0%   | 0       | 0.0%    | 17      | 11.0%   | 20      | 13.0%   | 13,336.00 | 13,380.00 |         |
|                              | 2nd ren        | 165         | 64               | 94.1%   | 68      | 41.2%   | 0       | 0.0%    | 14      | 8.5%    | 83      | 50.3%   | 7,257.00  | 7,089.00  |         |
|                              | 3rd+ ren       | 67          | 4                | 100.0%  | 4       | 6.0%    | 0       | 0.0%    | 0       | 0.0%    | 63      | 94.0%   | 300.00    | 300.00    |         |
|                              | Total          | 386         | 185              | 97.9%   | 189     | 49.0%   | 0       | 0.0%    | 31      | 8.0%    | 166     | 43.0%   | 20,893.00 | 20,769.00 |         |
| Total for publication QWKFIL |                |             |                  |         |         |         |         |         |         |         |         |         |           |           |         |
|                              | 1st ren        | 236         | 164              | 99.4%   | 165     | 69.9%   | 0       | 0.0%    | 27      | 11.4%   | 44      | 18.6%   | 19,684.60 | 19,678.57 |         |
|                              | 2nd ren        | 270         | 156              | 97.5%   | 160     | 59.3%   | 0       | 0.0%    | 20      | 7.4%    | 90      | 33.3%   | 18,072.60 | 17,904.60 |         |
|                              | 3rd+ ren       | 221         | 60               | 100.0%  | 60      | 27.1%   | 0       | 0.0%    | 3       | 1.4%    | 158     | 71.5%   | 5,049.60  | 5,046.81  |         |
|                              | Total          | 727         | 380              | 98.7%   | 385     | 53.0%   | 0       | 0.0%    | 50      | 6.9%    | 292     | 40.2%   | 42,806.80 | 42,629.98 |         |
| Total for all publications   |                |             |                  |         |         |         |         |         |         |         |         |         |           |           |         |
|                              | 1st ren        | 252         | 164              | 99.4%   | 165     | 65.5%   | 0       | 0.0%    | 27      | 10.7%   | 60      | 23.8%   | 19,684.60 | 19,678.57 |         |
|                              | 2nd ren        | 270         | 156              | 97.5%   | 160     | 59.3%   | 0       | 0.0%    | 20      | 7.4%    | 90      | 33.3%   | 18,072.60 | 17,904.60 |         |
|                              | 3rd+ ren       | 221         | 60               | 100.0%  | 60      | 27.1%   | 0       | 0.0%    | 3       | 1.4%    | 158     | 71.5%   | 5,049.60  | 5,046.81  |         |
|                              | Total          | 743         | 380              | 98.7%   | 385     | 51.8%   | 0       | 0.0%    | 50      | 6.7%    | 308     | 41.5%   | 42,806.80 | 42,629.98 |         |