



8 Reasons Why You Need a Strong Yellow Pages Program



ANALYSIS BASED ON DATA FROM SRI, NFO COMMUNICATIONS AND SIMMONS.

Copying & Duplicating Service

one Relevant-Yellow Pages are Used!

30% of active shoppers for copying services go to the heading for help. This amounts to over **5.3 million** customers annually.

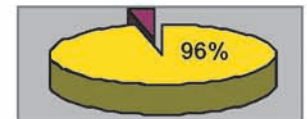
(NFO AD:Impact, 2001).



two Ready-to-Buy

Heading users are ready-to-buy...**96%** of heading users make a purchase. No other medium can boast this high of a follow-through.

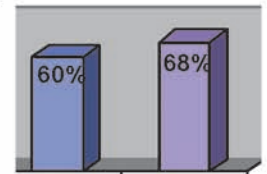
(Statistical Research, Inc., 2001)



three Decision-Impacting

60% of users make a decision based on information in the heading. **68%** of users view multiple ads when they consult the heading.

(Statistical Research, Inc., 2001)



four Brings in Great Customers

The heading is used—**10 million** references per year. The majority of usage is for businesses. Users tend to be young with high income and education levels:

- **66%** of usage is for business purposes
- **47%** of users are under the age of 35
- **74%** of users have a college or graduate education
- **50%** of users have incomes over \$40,000

Heading users frequently spend more on copying services than the average customer.

(Statistical Research, Inc./Simmons, 2001).

five Recent

Yellow Pages are your last chance to affect a customer's decision. The last advertising impression has the greatest impact on consumer decisions.



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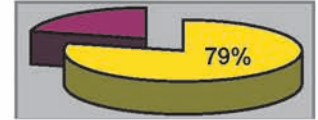


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six | Good for Your Business

Yellow Pages bring in new customers—**79%** of purchases are from new customers. Yellow Pages bring revenues to your business—the average copying service display ad delivers **\$20,000** in sales revenues from heading users.

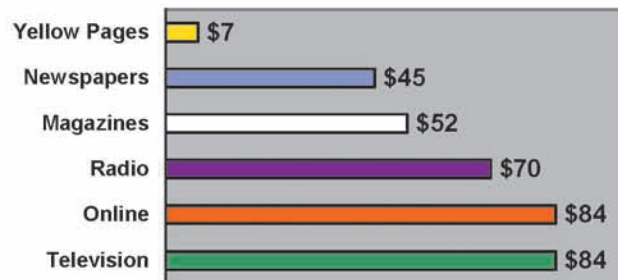


(Statistical Research, Inc./CRM Associates, 2001).

seven | Competitive

You pay less per customer for Yellow Pages than you pay for any other advertising medium. *(CRM, Associates, 2001).*

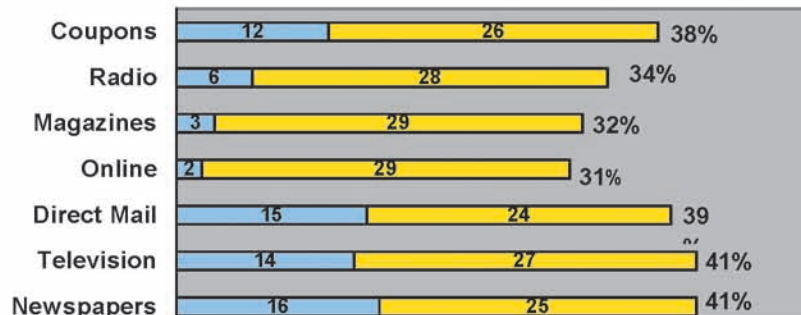
Cost Per Customer Influenced:



eight | Works Well with Other Media

Expands the reach of key media to active shoppers. Build brand and stimulate demand through other media—catch the consumer at purchase time through the Yellow Pages! Reach customers not reached through other media. *(NFO AD:impact).*

Chart shows how additional customers can be reached by adding Yellow Pages to your media mix



■ % of individuals who use the medium ■ Extended reach by adding Yellow Pages