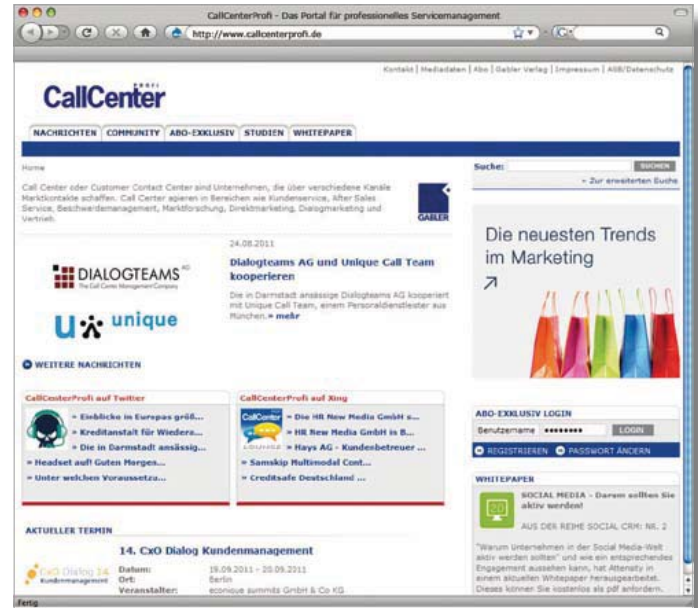


- 1 Web address (URL):** www.callcenterprofi.de
- 2 Brief description:** CallCenterProfi.de, a leading industry network for managers working in customer service and communications in German-speaking countries, addresses decision-makers and executives working for service providers and also in the business areas Call Center, Customer Care, CRM and IT/telecom.
- 3 Target group:** Call centre managers, managing directors/board members, customer service/customer care managers, IT/telecommunications managers, marketing/sales managers, purchasing managers for IT/telecommunications, and CRM managers
- 4 Publishing company:** Springer Fachmedien Wiesbaden GmbH
Gabler Verlag
Contact editor: Simone Fojut (Editor-in-Chief)
phone +49 (0)611 / 78 78 – 336
simone.fojut@gabler.de
Contact advertising: **Eva Hanenberg** (Sales Management)
phone +49 (0)611 / 78 78 – 226
eva.hanenberg@best-ad-media.de
Kerstin Feindler (Media Sales)
phone +49 (0)611 / 78 78 – 217
kerstin.feindler@best-ad-media.de
Carolyn Habermann (Sales Management Online)
phone +49 (0)611 / 78 78 – 211
carolin.habermann@best-ad-media.de
- 5 Usage data:** page 11



1 Advertisement formats and prices (Prices in Euro)

Web	Pixel Format	CPM	kB
Superbanner (Big Size)	728 x 90	75	max. 45
Skyscraper	120 x 600	75	max. 45
Wide Skyscraper	160 x 600 or 200 x 600	75	max. 45
Medium Rectangle Site Rotation	300 x 250	75	max. 45
Medium Rectangle Fixed 1st Position	300 x 250	85	max. 45
Expandable Rectangle Small	from 300 x 250 to 630 x 250	100	max. 45
Expandable Rectangle Large	from 300 x 250 to 630 x 350	125	max. 45
Video Rectangle (Polite Streaming)	300 x 250	75	max. 45
Wallpaper (Superbanner + Skyscraper)	728 x 90 + 120 x 600	150	each max. 45
Layer Ad + Rectangle Reminder (Tandem Ad)	on request	150	max. 45
Half Page	300 x 600	150	max. 45
Expandable Half Page	from 300 x 600 to 630 x 600	on request	max. 45
Text and Logo (GIF)	300 x 115	55	max. 45

For details on special ad formats, please visit www.best-ad-media.de/special-ads

- 2 Discounts:** On request (conditions agreed on for print media do not apply for online media)
- 3 Payment conditions:** 2% discount for payment prior to publication; 15% agency commission, agency status must be verified with the commissioning at the latest and in the form of an excerpt from the German Trade Register (Handelsregister); valid for Germany: additional VAT applies to all prices listed; payment due: upon receipt of invoice.

Banking information: Springer Fachmedien Wiesbaden GmbH
 Deutsche Bank Berlin
 Bank Nr. (BLZ): 100 700 00 | Account Nr.: 069700300
 Swift/BIC: DEUTDEBB
 IBAN: DE09 1007 0000 0069 7003 00

You can find our general terms and conditions at www.best-ad-media.de/gtc

You can find our specifications for online advertising on page 12.

- 1 **Access control:** –
- 2 **Usage data:** Visits:
11,100 per month (Ø July 2010 – June 2011)
Page Impressions:
25,400 per month (Ø July 2010 – June 2011)
For the latest usage data, visit:
www.best-ad-media.de/details-callcenterprofi-online

Results of the 2011 callcenterprofi.de User Survey

callcenterprofi.de offers an attractive advertising environment.

Portal characteristics (very good/good)



Ads on callcenterprofi.de activate users.

- ▶ **87%** of our users reported acquiring further information at a provider's homepage because of information on products or providers they saw on callcenterprofi.de

Our users are predominantly male.

- ▶ **66%** male, **34%** female

callcenterprofi.de users are well educated.

- ▶ **56%** have degrees from a traditional university or university of applied sciences; some even have their doctorates.

callcenterprofi.de successfully reaches decision-makers.

- ▶ **87%** of our users either make investment decisions directly or fulfil an advisory function in investment planning at their companies.
- ▶ **68%** hold leadership positions at their companies.

Source: 2011 Online User Survey, n=251, conducted by Best Ad Media + eResult

1 Data formats:

Flash, GIF, HTML, JPEG
Redirects possible

If Flash files are submitted, an alternative GIF version should always also be sent as a fallback image.

Size: max. 45 kB per advertisement. The maximum allowable file size is based on the file size of the respective file(s).

Best Ad Media reserves the right to reject files that would be especially straining for CPUs; a utilisation level of 40% may not be exceeded (for standard PCs).

Sound can be include in advertisements, provided the following conditions are met:

- At the start of the advertisement, the sound must be turned off. Only a specific action on the part of the user (click) should activate the sound.
- There should be a clearly visible button to turn off the sound.
- When the ad (e.g. its layer) is closed, the sound must automatically end.

Information on Flash, expandable advertisements, HTML, and the use of redirects:
www.best-ad-media.de/data-delivery

2 Delivery address:

banner@best-ad-media.de

3 Delivery deadline:

Up to 2 business days prior to activation

Target link:

Please be sure to include the target link for each ad.

4 Newsletter advertisements:

If newsletter-format ads are submitted, please note that animations cannot be displayed.

5 Contact:

Nicole Brzank
Advertising & Layout
phone +49 (0)611 / 78 78 – 616
banner@best-ad-media.de

- 1 Name:** Newsletter CallCenterProfi, newsletter@callcenterprofi.de
- 2 Brief description:** Managers in the customer service and communications sectors in the German-speaking region consult CallCenterProfi for information on the latest market developments. The newsletter covers topics such as research, products and technology, important dates and internal announcements.
- 3 Target group:** Call centre managers, managing directors/board members, customer service/customer care managers, IT/telecommunications managers, marketing/sales managers, purchasing managers for IT/telecommunications, and CRM managers
- 4 Frequency:** fortnightly, every wednesday
- 5 Publishing company:** Springer Fachmedien Wiesbaden GmbH Gabler Verlag
- Contact editor:** Simone Fojut (Editor-in-Chief)
phone +49 (0)611 / 78 78 – 336
simone.fojut@gabler.com
- Contact advertising:** **Eva Hanenberg** (Sales Management)
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kerstin.feindler@best-ad-media.de
Carolyn Habermann (Sales Management Online)
phone +49 (0)611 / 78 78 – 211
carolin.habermann@best-ad-media.de
- 6 NUsage data:** Current number of recipients on request and at www.best-ad-media.de/details-callcenterprofi-online



1 Advertisement formats and prices (Prices in Euro)

Newsletter	Pixel Format	Fixed Price	kB
Advertorial/Textad + Logo/Picture (GIF or JPEG)*)	Pic 140 x 100, Text 300 characters **)	350	max. 45
Advertorial/Textad + Logo/Picture (GIF or JPEG)*)	Pic 140 x 100, Text 650 characters **)	450	max. 45
Fullsize Banner (GIF or JPEG)*)	468 x 60	450	max. 45
Rectangle (GIF or JPEG)*)	300 x 250	450	max. 45

*) not animated files; **) incl. spaces

- 2 Discounts:** Conditions agreed for print media will not be applied for online media, on request
- 3 Payment conditions:** 2% discount for payment prior to publication; 15% agency commission, agency status must be verified with the commissioning at the latest and in the form of an excerpt from the German Trade Register (Handelsregister); valid for Germany: additional VAT applies to all prices listed; payment due: upon receipt of invoice.
- Banking information:** Springer Fachmedien Wiesbaden GmbH
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You can find our specifications for online advertising at www.best-ad-media.de/data-delivery