### EXHIBIT 11

**SUMMARY OF VOLUMES OF INFORMATION PROCESSED BY ULT**

#### Incoming
- Letters received: 5–20 per day
- Periodicals received: 20–40 per day
- Questionnaire/reply cards: 1–50 per day
- Orders: 10–20 per day
- Payments: 10–20 per day

#### Outgoing
- Letters: 1–30 per day
- Publications - magazine (monthly): 200 calendar entries
  - 130 bibliography entries
  - 30 Yearbook entries (quarterly)
  - 2000 calendar entries (annually)
  - Yearbook (2 yearly): 2500 organization entries
- Orders: 1 per day
- Payments: 1 per day
- Advertising leaflets: 10 per day

#### Stored
- Addressograph plates: 7000 active (5000 unused)
- Customers: 1000–2000
- Monthly magazine circulation: 3000–5000

---

### EXHIBIT 12

**SUMMARY OF RETRIEVAL VOLUMES**

<table>
<thead>
<tr>
<th>Documentation</th>
<th>Current files</th>
<th>Historical files</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming - calendar detail requests</td>
<td>1/day</td>
<td>1/month</td>
</tr>
<tr>
<td>- yearbook detail requests</td>
<td>1/day</td>
<td>1/month</td>
</tr>
<tr>
<td>- bibliography detail requests</td>
<td>1/week</td>
<td>1–3/month</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Invoices, etc.</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming - invoice detail requests</td>
<td>3/day</td>
<td>1/month</td>
</tr>
<tr>
<td>- payment detail requests</td>
<td>1/week</td>
<td></td>
</tr>
</tbody>
</table>