

(in thousands, except net average fee)	YTD 1/31/10	YTD 1/31/09	% Change	YTD 2/15/10	YTD 2/15/09	% Change
Total returns prepared: ⁽¹⁾						
Company-owned operations	2,292	2,467	-7.1%	4,402	4,854	-9.3%
Franchise operations	1,347	1,451	-7.2%	2,638	2,815	-6.3%
Total retail operations	<u>3,639</u>	<u>3,918</u>	<u>-7.1%</u>	<u>7,040</u>	<u>7,669</u>	<u>-8.2%</u>
Digital software	635	780	-18.6%	1,138	1,231	-7.6%
Digital online	719	643	11.8%	1,469	1,425	3.1%
Sub-total	<u>1,354</u>	<u>1,423</u>	<u>-4.8%</u>	<u>2,607</u>	<u>2,656</u>	<u>-1.8%</u>
Digital Free File Alliance	201	178	12.9%	412	406	1.5%
Total digital tax solutions	<u>1,555</u>	<u>1,601</u>	<u>-2.9%</u>	<u>3,019</u>	<u>3,062</u>	<u>-1.4%</u>
	<u>5,194</u>	<u>5,519</u>	<u>-5.9%</u>	<u>10,059</u>	<u>10,731</u>	<u>-6.3%</u>
Net tax preparation fees - retail: ⁽²⁾						
Company-owned operations	\$ 469,911	\$ 498,470	-5.7%	\$ 876,271	\$ 953,282	-8.1%
Franchise operations	244,184	251,818	-3.0%	463,598	478,051	-3.0%
	<u>\$ 714,095</u>	<u>\$ 750,288</u>	<u>-4.8%</u>	<u>\$ 1,339,869</u>	<u>\$ 1,431,333</u>	<u>-6.4%</u>
Net average fee - retail: ^(1,3)						
Company-owned operations	\$ 205.06	\$ 202.15	1.4%	\$ 199.06	\$ 196.56	1.3%
Franchise operations	181.20	173.60	4.4%	175.70	169.85	3.4%
	<u>\$ 196.23</u>	<u>\$ 191.58</u>	<u>2.4%</u>	<u>\$ 190.31</u>	<u>\$ 186.75</u>	<u>1.9%</u>
Same-Office returns prepared: ^(1,4)						
Company-owned operations	2,249	2,335	-3.7%	4,339	4,606	-5.8%
Franchise operations	1,292	1,376	-6.1%	2,530	2,672	-5.3%
Total retail operations	<u>3,541</u>	<u>3,711</u>	<u>-4.6%</u>	<u>6,869</u>	<u>7,278</u>	<u>-5.6%</u>
Same-Office tax preparation fees: ^(1,4)						
Company-owned operations	\$ 466,519	\$ 482,530	-3.3%	\$ 876,677	\$ 925,252	-5.2%
Franchise operations	235,255	241,324	-2.5%	451,161	461,215	-2.2%
Total retail operations	<u>\$ 701,774</u>	<u>\$ 723,854</u>	<u>-3.1%</u>	<u>\$ 1,327,838</u>	<u>\$ 1,386,467</u>	<u>-4.2%</u>

⁽¹⁾ Prior year numbers have been reclassified between company-owned and franchise operations for offices which were refranchised during either year.

⁽²⁾ Amounts include gross tax preparation fees less coupons and discounts.

⁽³⁾ Amounts are calculated as net retail tax preparation fees divided by retail tax returns.

⁽⁴⁾ Same-office returns represent returns prepared at 6,997 company and 4,160 franchise offices open in both fiscal year 2010 and fiscal year 2009.