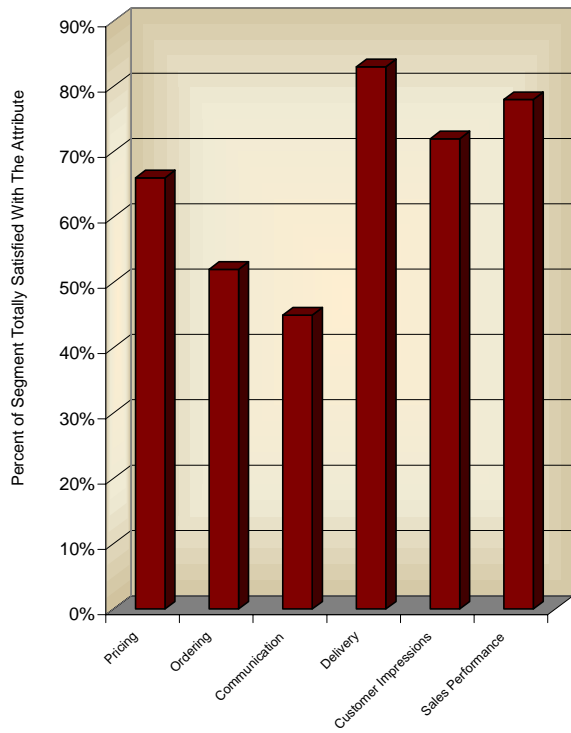


**CHART 1**

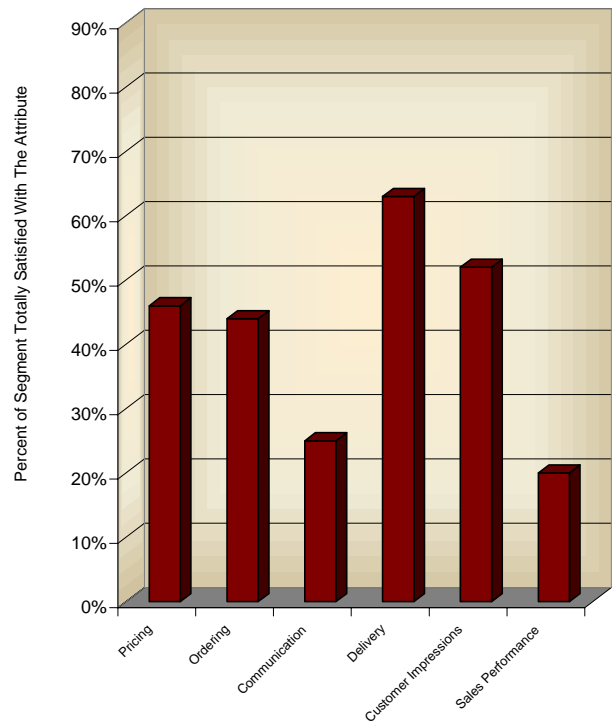
**Percent Totally Satisfied for Each Attribute of the Major Customer Segments**

**Customers Segmented by Overall Satisfaction Level**

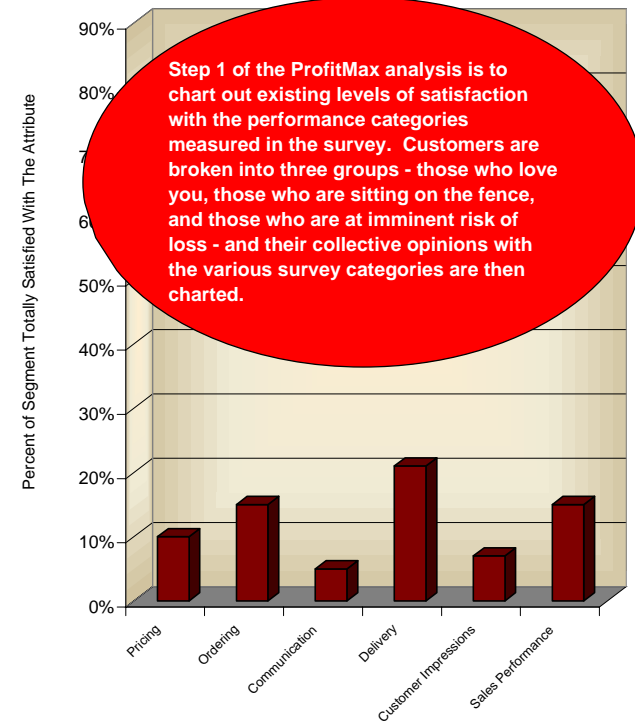
**Totally Satisfied Customers**



**Somewhat Satisfied Customers**



**Dissatisfied Customers**



**Size of Segments**

