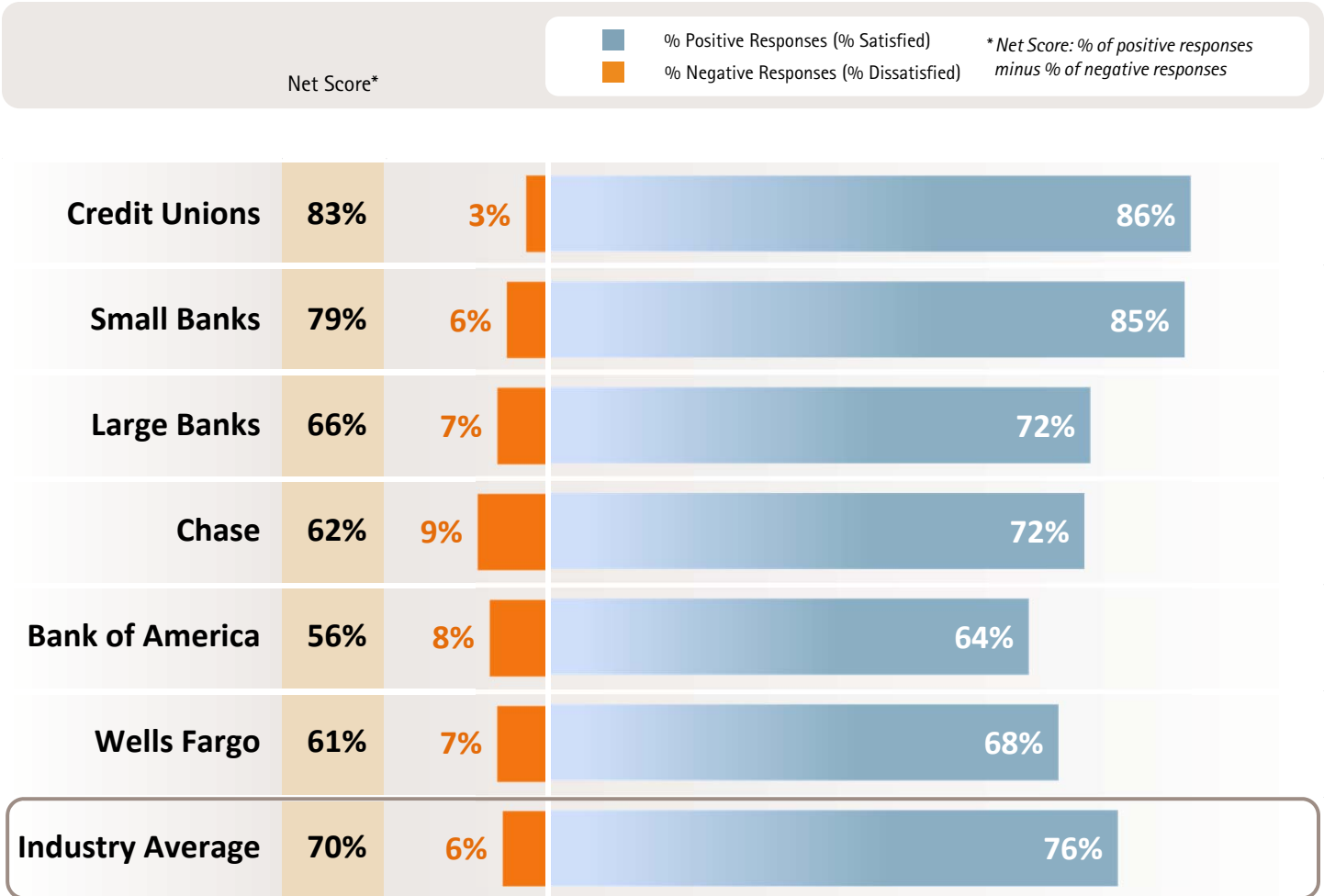


Overall satisfaction with the service received



Change in Net Score: 2011 vs. 2010

