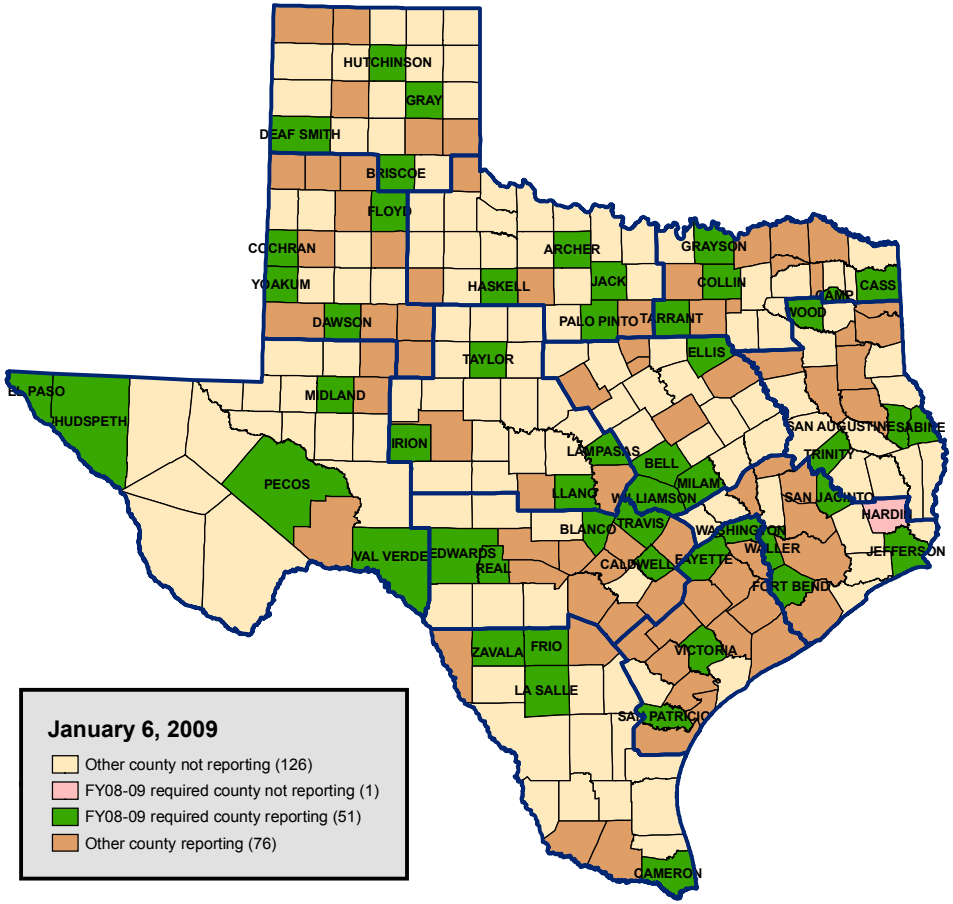Customer Satisfaction Reporting - FY08