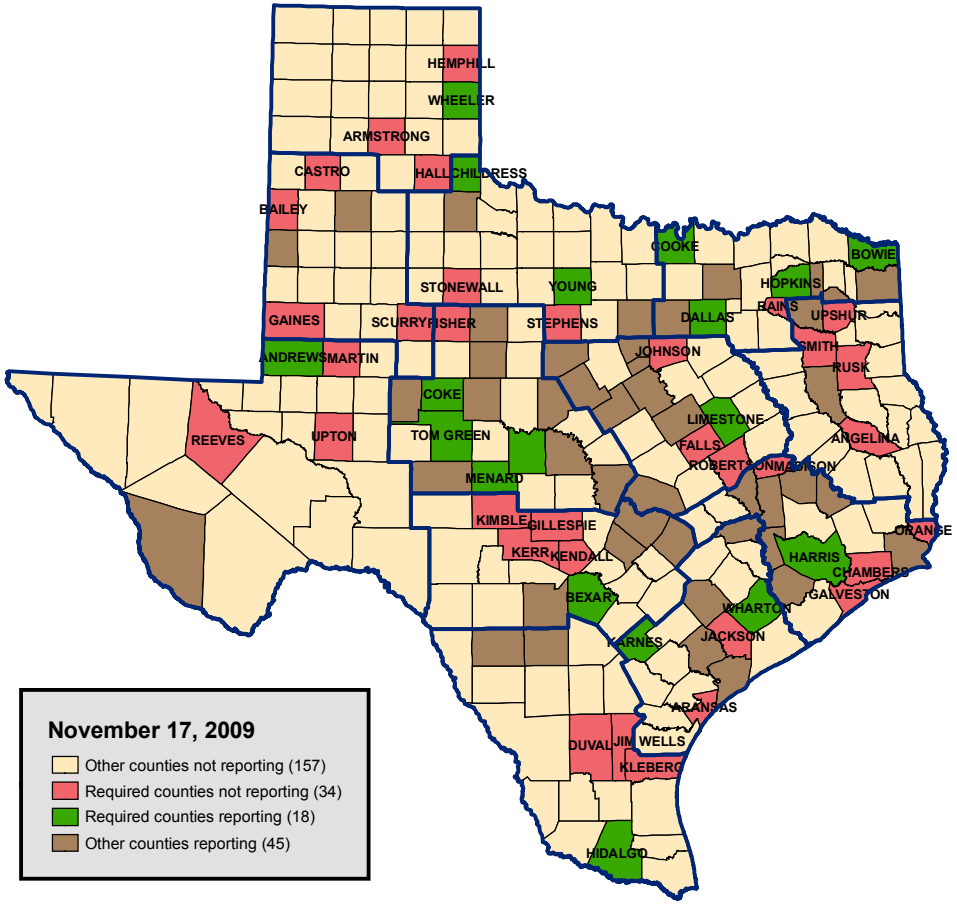Customer Satisfaction Reporting - FY10