





**Q.3 (U.S. SATISFACTION) CONTINUED**

|                    | <u>Satisfied</u> | <u>Dis-<br/>satisfied</u> | <u>No<br/>opinion</u> |                    | <u>Satisfied</u> | <u>Dis-<br/>satisfied</u> | <u>No<br/>opinion</u> |
|--------------------|------------------|---------------------------|-----------------------|--------------------|------------------|---------------------------|-----------------------|
| <b><u>2006</u></b> |                  |                           |                       | 2004 Apr 58        | 41               | 57                        | 2                     |
| 2006 Dec 1414      | 30               | 69                        | 1                     | 2004 Mar 811       | 39               | 60                        | 1                     |
| 2006 Nov 912       | 31               | 67                        | 2                     | 2004 Feb 912       | 45               | 54                        | 1                     |
| 2006 Nov 25        | 35               | 61                        | 4                     | 2004 Jan 1215      | 46               | 53                        | 1                     |
| 2006 Oct 912       | 30               | 68                        | 2                     | 2004 Jan 25        | 55               | 43                        | 2                     |
| 2006 Sep 710       | 32               | 67                        | 2                     | <b><u>2003</u></b> |                  |                           |                       |
| 2006 Aug 710       | 28               | 69                        | 3                     | 2003 Dec 1414      | 50               | 48                        | 2                     |
| 2006 Jul 2423      | 33               | 65                        | 2                     | 2003 Nov 35        | 44               | 54                        | 2                     |
| 2006 Jul 69        | 32               | 65                        | 3                     | 2003 Oct 68        | 41               | 57                        | 2                     |
| 2006 Jun 44        | 30               | 67                        | 2                     | 2003 Sep 810       | 40               | 58                        | 2                     |
| 2006 May 811       | 25               | 72                        | 3                     | 2003 Aug 46        | 46               | 52                        | 2                     |
| 2006 Apr 1013      | 27               | 71                        | 2                     | 2003 Jul 79        | 50               | 48                        | 2                     |
| 2006 Mar 1316      | 29               | 68                        | 2                     | 2003 Jun 1215      | 47               | 51                        | 2                     |
| 2006 Feb 69        | 35               | 62                        | 3                     | 2003 May 57        | 54               | 45                        | 1                     |
| 2006 Jan 2022      | 35               | 62                        | 3                     | 2003 Apr 79        | 55               | 41                        | 4                     |
| 2006 Jan 912       | 36               | 61                        | 3                     | 2003 Mar 2223      | 60               | 38                        | 2                     |
| <b><u>2005</u></b> |                  |                           |                       | 2003 Mar 35        | 36               | 61                        | 3                     |
| 2005 Dec 1922      | 36               | 62                        | 2                     | 2003 Feb 1719      | 39               | 58                        | 3                     |
| 2005 Dec 58        | 35               | 62                        | 3                     | 2003 Feb 36        | 40               | 58                        | 2                     |
| 2005 Nov 1720      | 36               | 62                        | 2                     | 2003 Jan 1316      | 42               | 56                        | 2                     |
| 2005 Nov 710       | 31               | 66                        | 3                     | <b><u>2002</u></b> |                  |                           |                       |
| 2005 Oct 2426      | 35               | 63                        | 2                     | 2002 Dec 58        | 46               | 51                        | 3                     |
| 2005 Oct 1316      | 31               | 68                        | 1                     | 2002 Nov 1414      | 48               | 48                        | 4                     |
| 2005 Sep 2628      | 39               | 59                        | 2                     | 2002 Oct 34Nov 3   | 48               | 47                        | 5                     |
| 2005 Sep 1215      | 34               | 65                        | 1                     | 2002 Oct 36        | 47               | 49                        | 4                     |
| 2005 Aug 2225      | 34               | 62                        | 4                     | 2002 Sep 48        | 47               | 51                        | 2                     |
| 2005 Aug 811       | 37               | 60                        | 3                     | 2002 Aug 58        | 47               | 50                        | 3                     |
| 2005 Jul 2528      | 40               | 58                        | 2                     | 2002 Jul 2628      | 48               | 49                        | 3                     |
| 2005 Jul 710       | 42               | 57                        | 1                     | 2002 Jul 2224      | 49               | 47                        | 4                     |
| 2005 Jun 1619      | 42               | 56                        | 2                     | 2002 Jul 911       | 49               | 48                        | 3                     |
| 2005 Jun 68        | 38               | 60                        | 2                     | 2002 Jun 36        | 52               | 44                        | 4                     |
| 2005 May 2326      | 41               | 55                        | 4                     | 2002 May 69        | 56               | 40                        | 4                     |
| 2005 May 25        | 39               | 58                        | 3                     | 2002 Apr 811       | 61               | 37                        | 2                     |
| 2005 Apr 47        | 38               | 59                        | 3                     | 2002 Mar 47        | 61               | 37                        | 2                     |
| 2005 Mar 2423      | 38               | 59                        | 3                     | 2002 Feb 46        | 61               | 37                        | 2                     |
| 2005 Mar 710       | 42               | 56                        | 2                     | 2002 Jan 79        | 65               | 32                        | 3                     |
| 2005 Feb 2424      |                  |                           |                       |                    |                  |                           |                       |

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**Q.3 (U.S. SATISFACTION) CONTINUED**