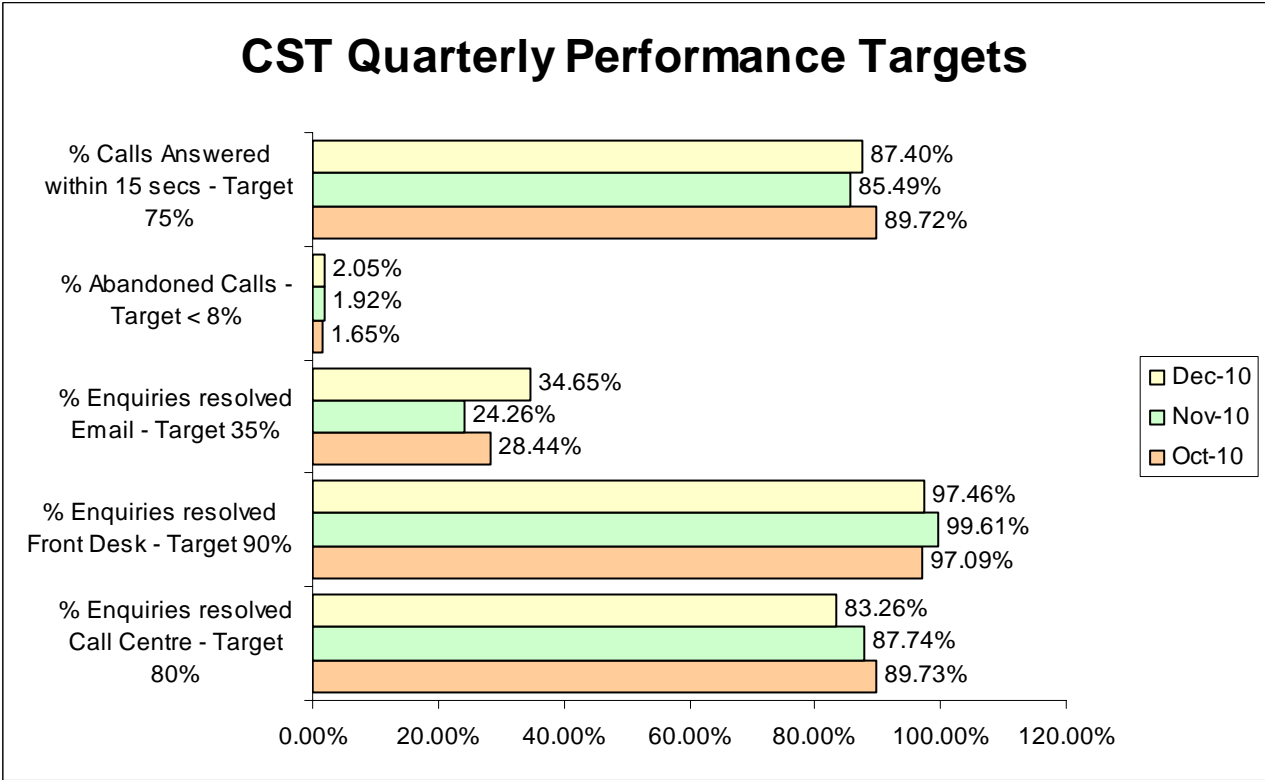


**Customer Service Performance Targets**

**2010**



# Volumes

