



Customer Satisfaction

2011 Full Year Results

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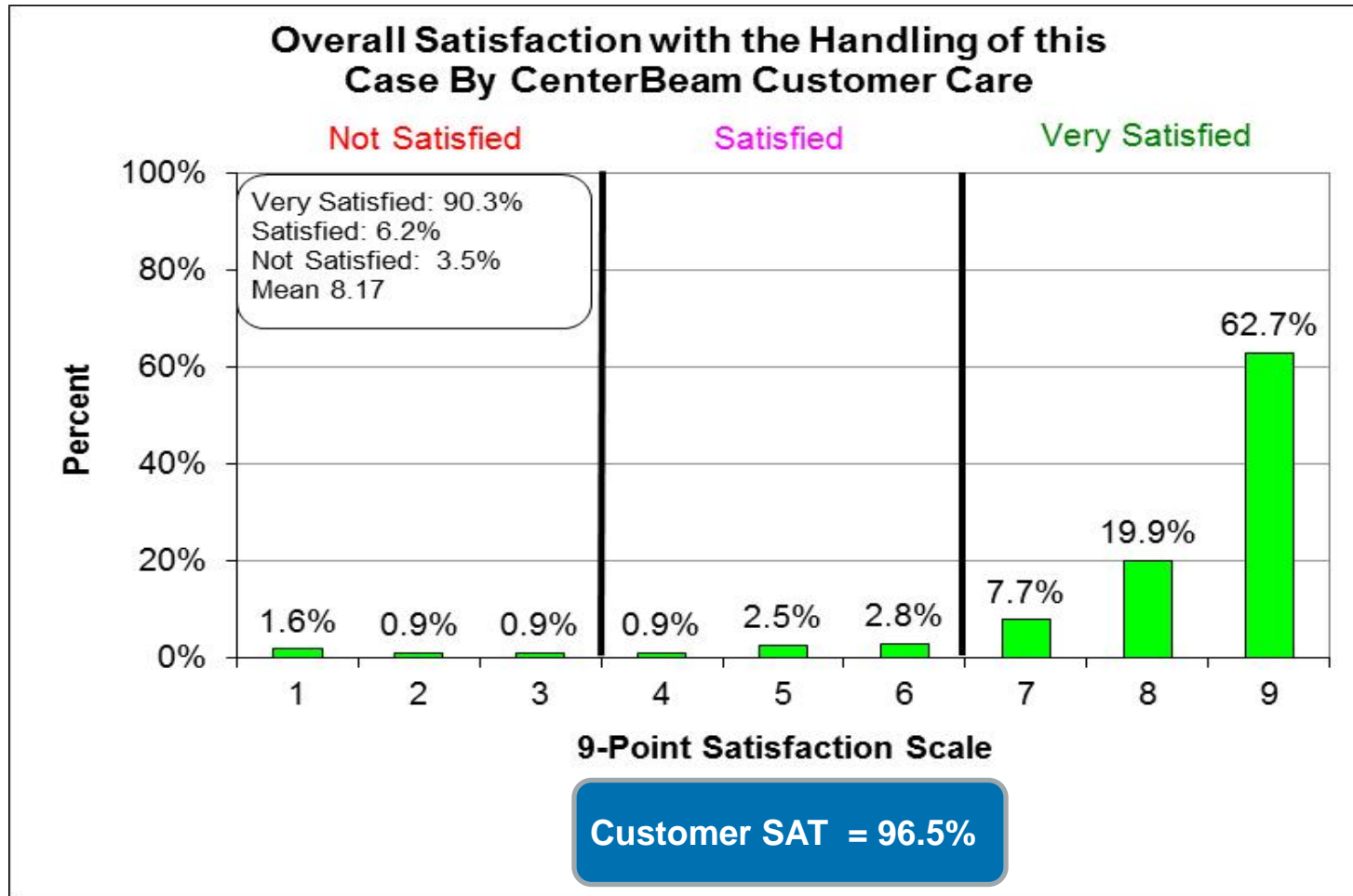
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Accelerating IT to the
Speed of Business



Overall Customer Satisfaction

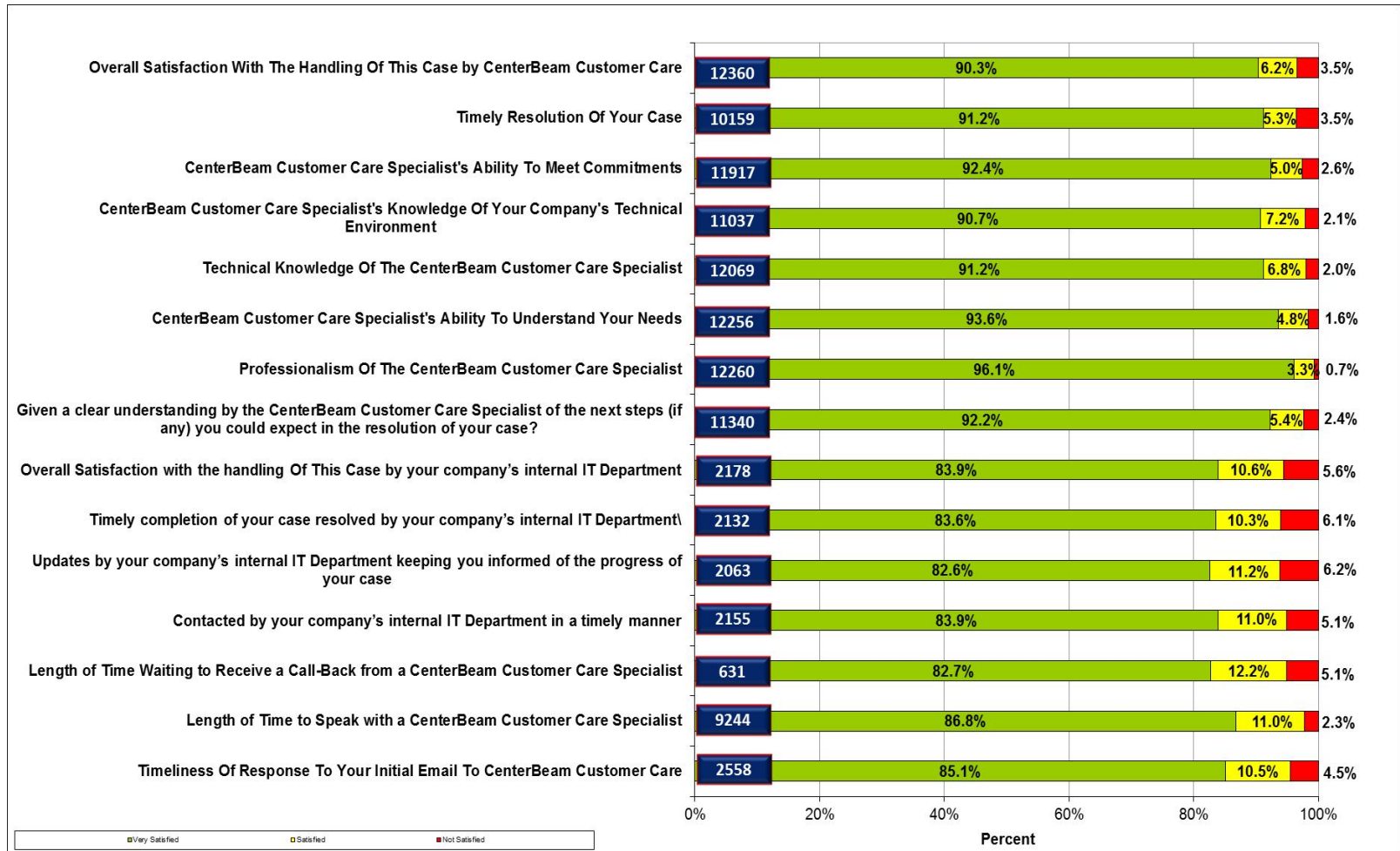
All Companies 2011 (CenterBeam resolved + Tier 2)



* Based on 12360 responses *

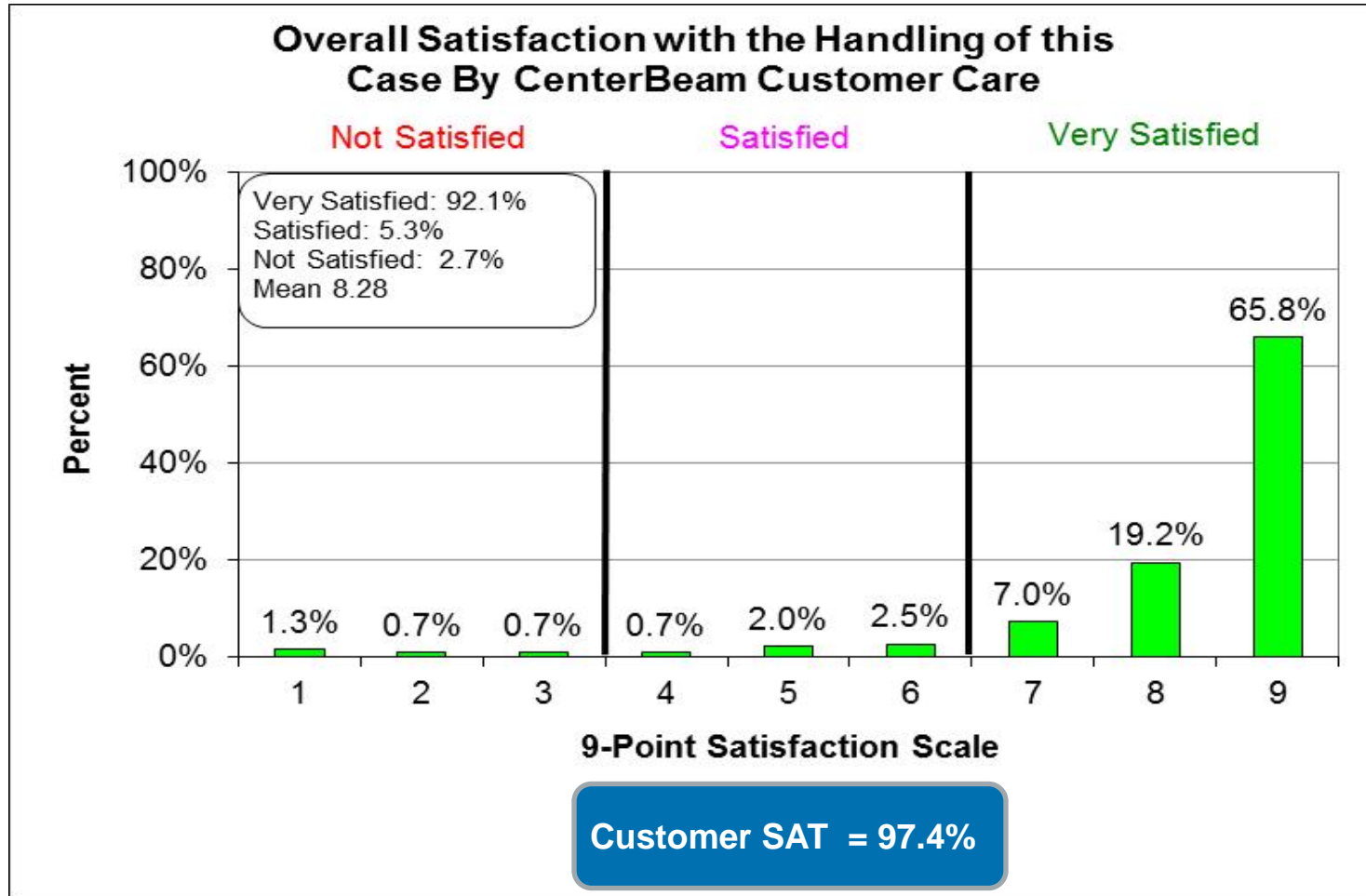
Customer Satisfaction Attributes

All Companies 2011 (CenterBeam resolved + Tier 2)



Overall Customer Satisfaction

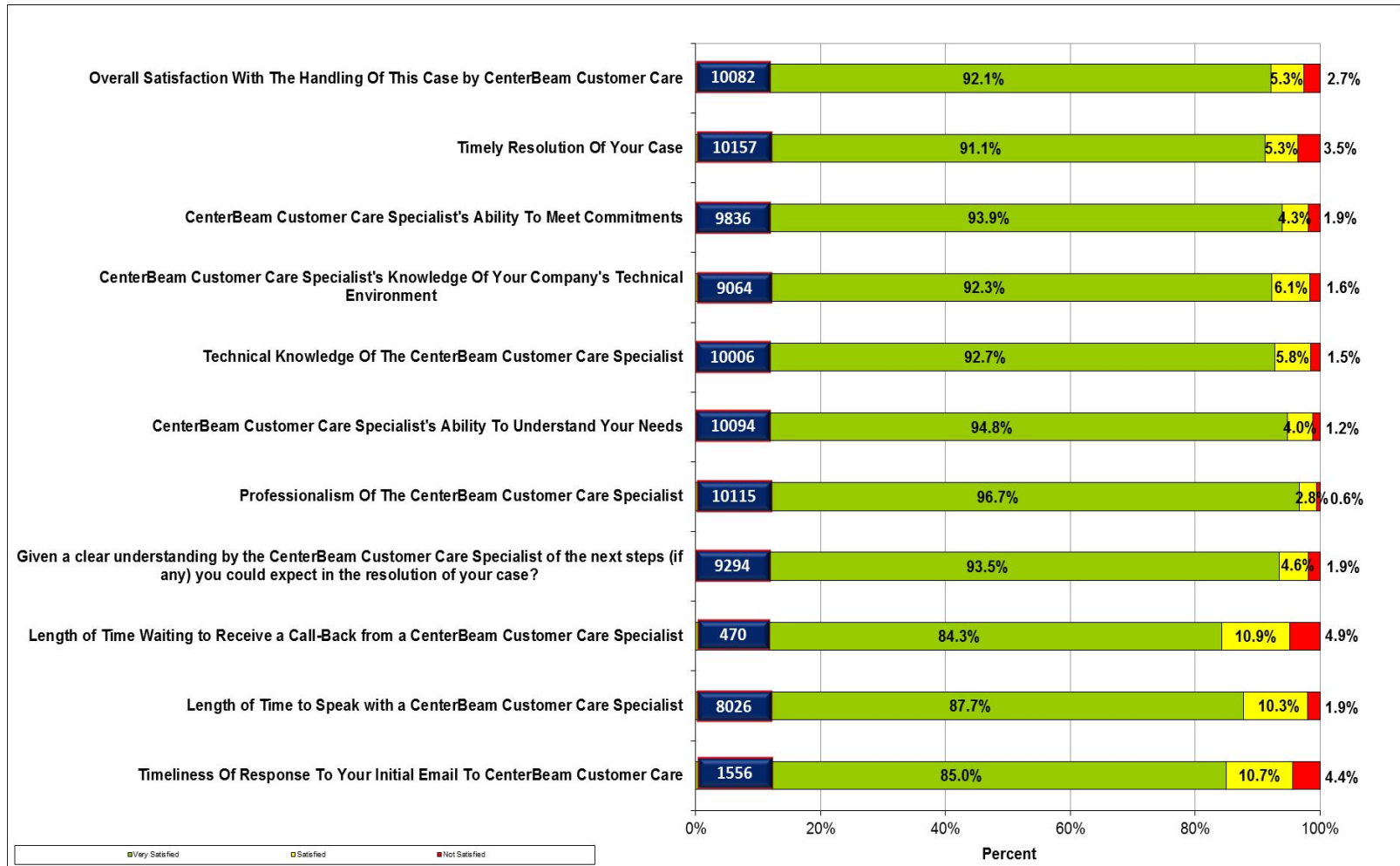
All Companies 2011 (CenterBeam Resolved)



* Based on 10082 responses *

Overall Customer Satisfaction – Attributes

CB Resolved - All Companies 2011 (CenterBeam Resolved)



Response Rate 2011

| | |
|----------------------|--------|
| Invitations Deployed | 59,519 |
| Survey Responses | 13,620 |
| Response Rate | 23.16% |