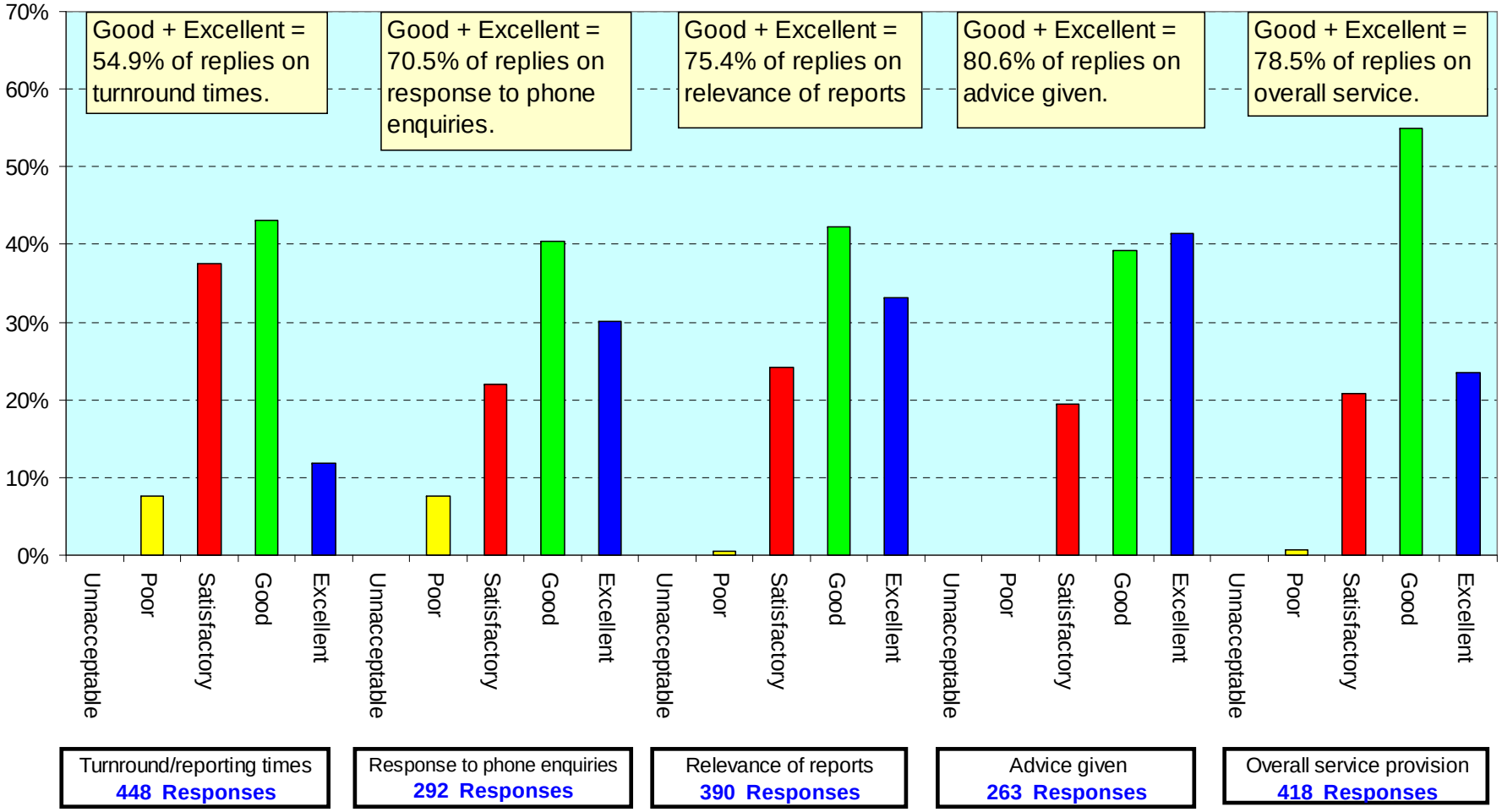RSIL Customer Survey - February 2009 (% Responses)