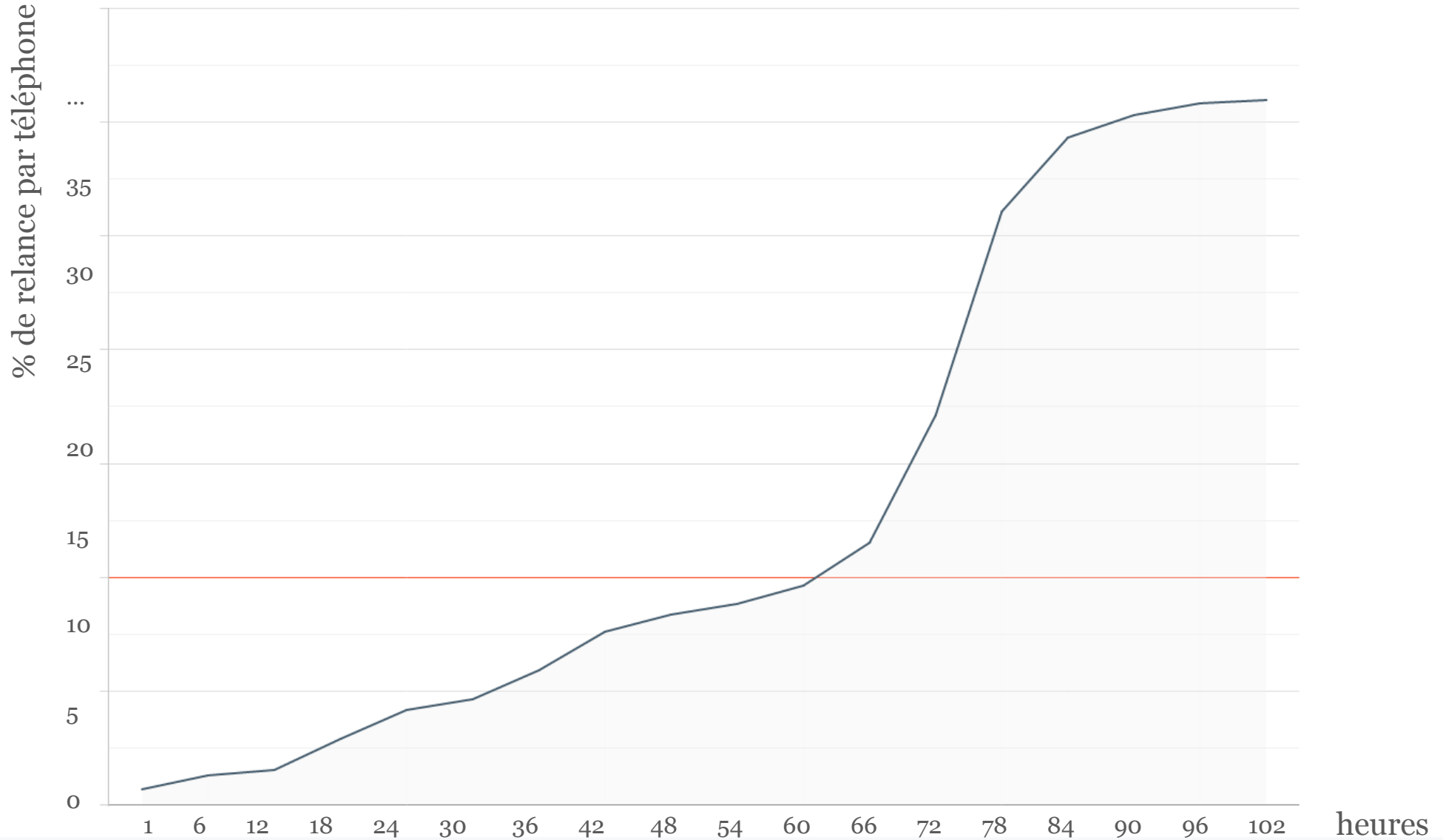


Customer expectations | Email response-time expectation



Customer expectations | Optimum email commitment

