

Customer Position					Written or # e-mails/700
Extremely Angry	Somewhat Angry	Inquisitive	Offer	Broadcast	
at Remington	at Remington	Remington Position	Support	Feedback	
0	0	0	0	0	0
0	0	1	0	0	0
0	0	1	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	2	0	0	0
0	0	1	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	1	0	0	0
1	1	0	0	0	0
0	0	1	0	0	0
0	0	1	0	0	0
0	0	2	0	0	0
0	0	0	0	0	0
1	1	4	0	0	0
0	0	15	0	0	2
0	0	15	0	0	0
0	1	5	0	1	0
0	0	2	0	0	0
0	1	4	0	0	0

Subject to Protective Order - Williams v. Remington