

Customer Position					Written or # e-mails/700
Extremely Angry	Somewhat Angry	Inquisitive	Offer	Broadcast	
at Remington	at Remington	Remington Position	Support	Feedback	
0	0	3	0	0	0
1	0	21	0	0	0
0	0	5	0	0	1
0	1	3	0	0	0
0	0	43	1	0	0
1	3	141	4	2	62
1	0	90	2	1	23
2	4	282	7	3	66
2	2	99	1	0	17
0	2	153	1	0	9
0	0	105	1	0	9
0	0	94	1	0	11
0	0	92	1	0	20
2	4	543	5	0	66
0	0	111	0	0	9
0	0	88	0	0	3
0	0	77	0	0	3
0	1	69	0	0	4
1	0	54	0	0	14
1	1	399	0	0	33
0	0	84	0	0	2