

Class Level Information		
Class	Levels	Values
x5	2	Direct to customer Indirect through broker

Number of Observations Read	200
Number of Observations Used	200

Dependent Variable: x19 X19 - Satisfaction

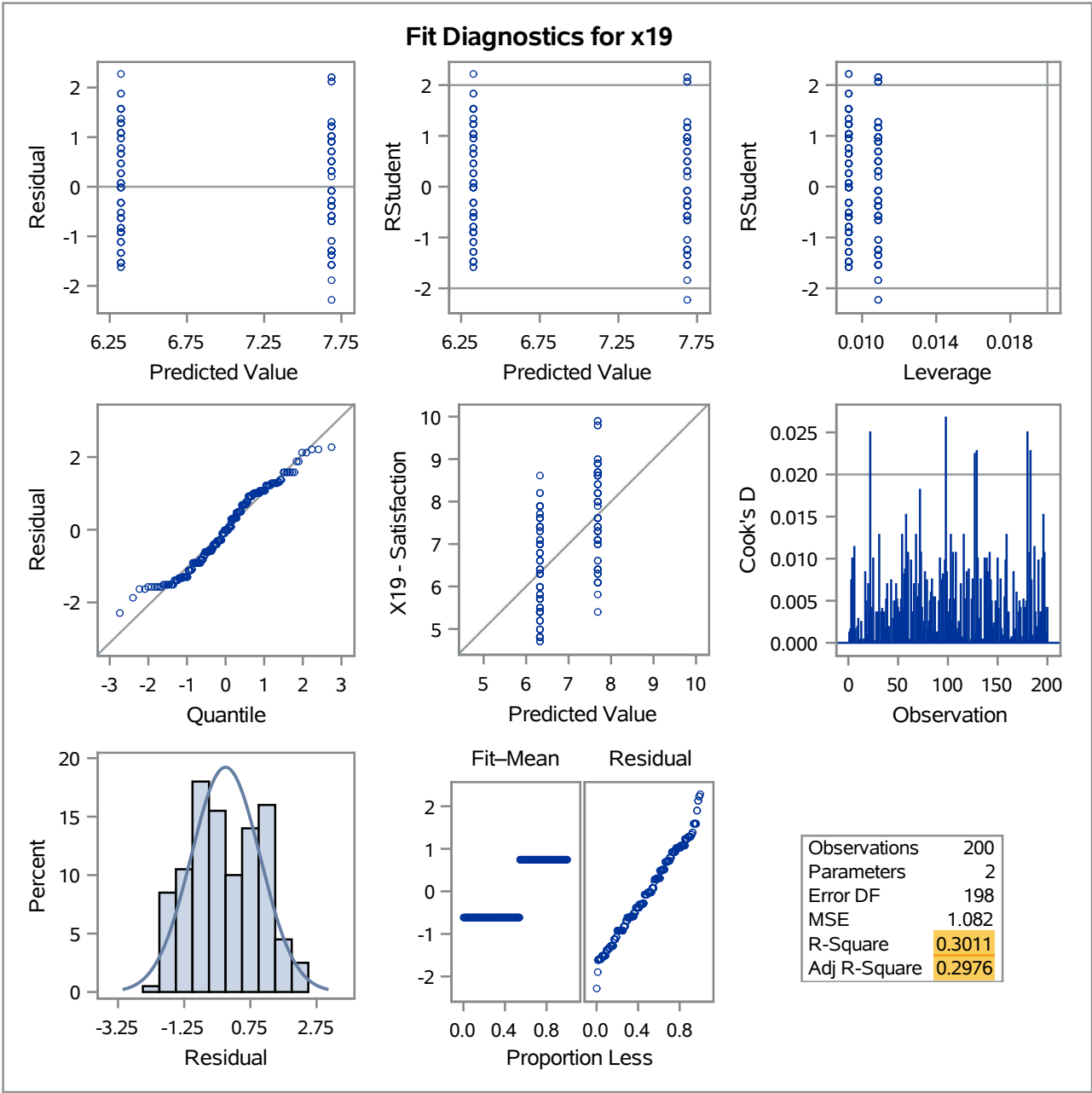
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	92.2998522	92.2998522	85.30	<.0001
Error	198	214.2393478	1.0820169		
Corrected Total	199	306.5392000			

R-Square	Coeff Var	Root MSE	x19 Mean
0.301103	14.96261	1.040200	6.952000

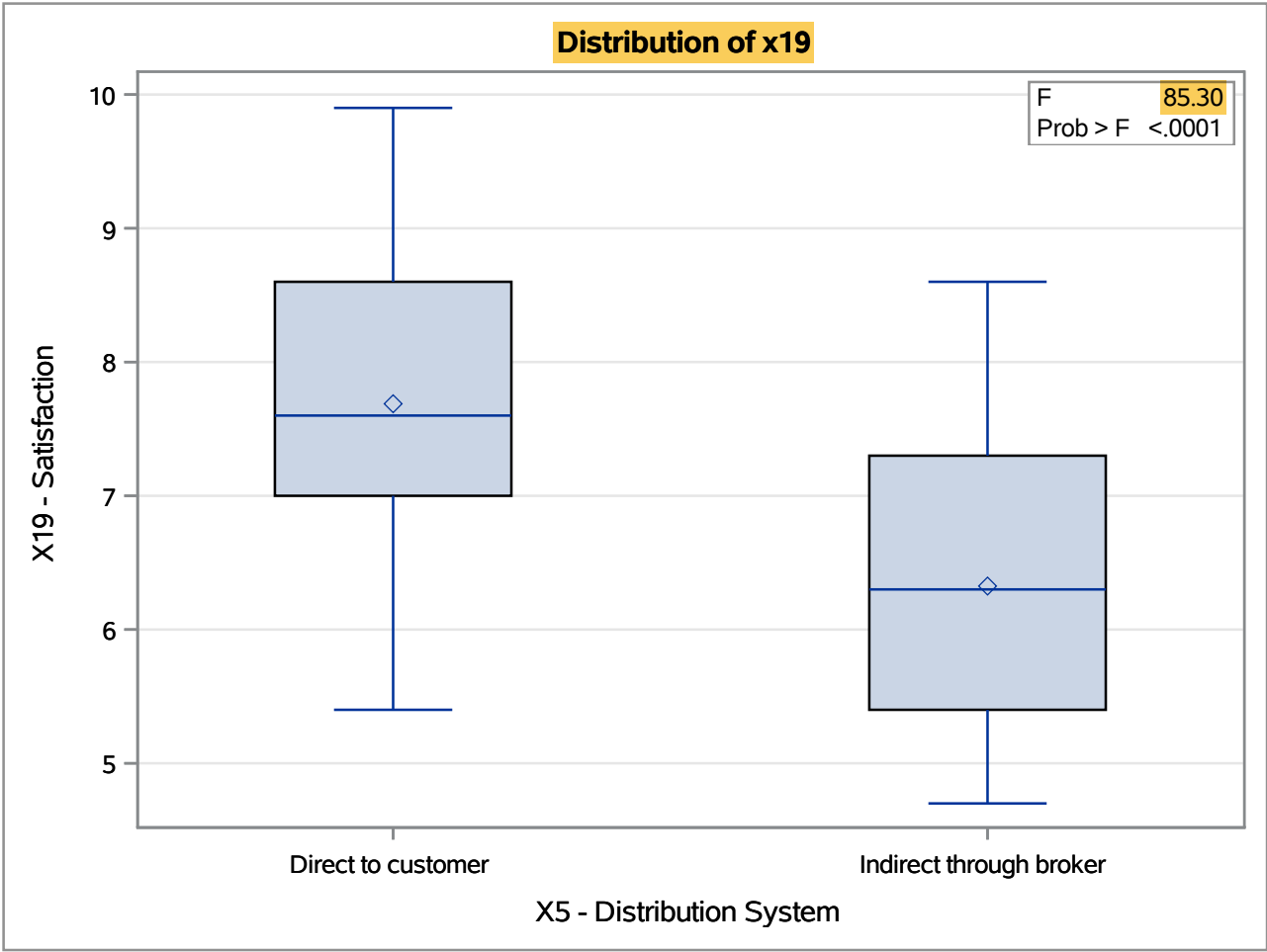
Source	DF	Type I SS	Mean Square	F Value	Pr > F
x5	1	92.29985217	92.29985217	85.30	<.0001

Source	DF	Type III SS	Mean Square	F Value	Pr > F
x5	1	92.29985217	92.29985217	85.30	<.0001

Dependent Variable: x19 X19 - Satisfaction



Dependent Variable: x19 X19 - Satisfaction



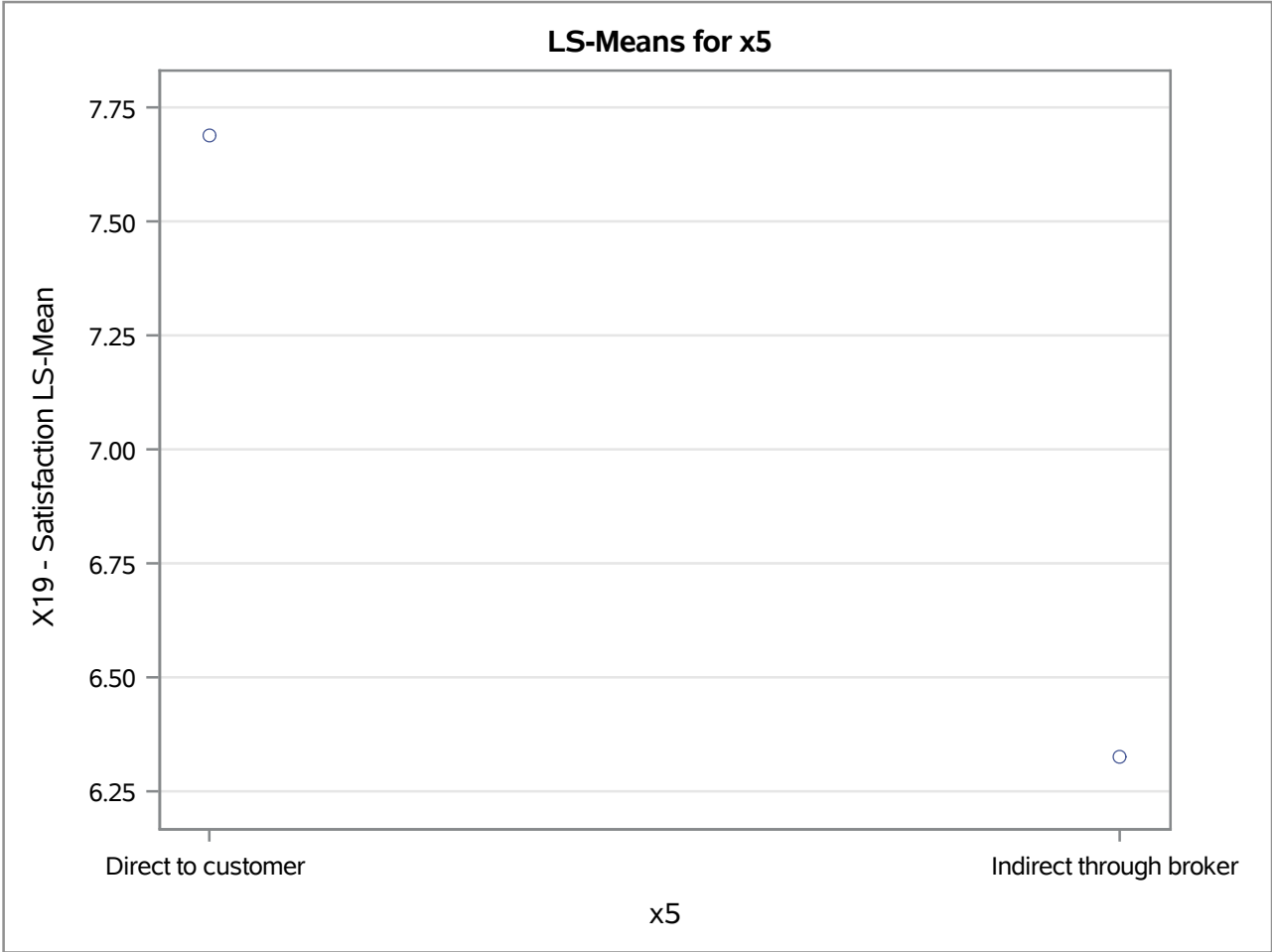
Levene's Test for Homogeneity of x19 Variance ANOVA of Squared Deviations from Group Means					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
x5	1	0.0482	0.0482	0.04	0.8390
Error	198	230.5	1.1640		

Welch's ANOVA for x19			
Source	DF	F Value	Pr > F
x5	1.0000	85.09	<.0001
Error	192.0		

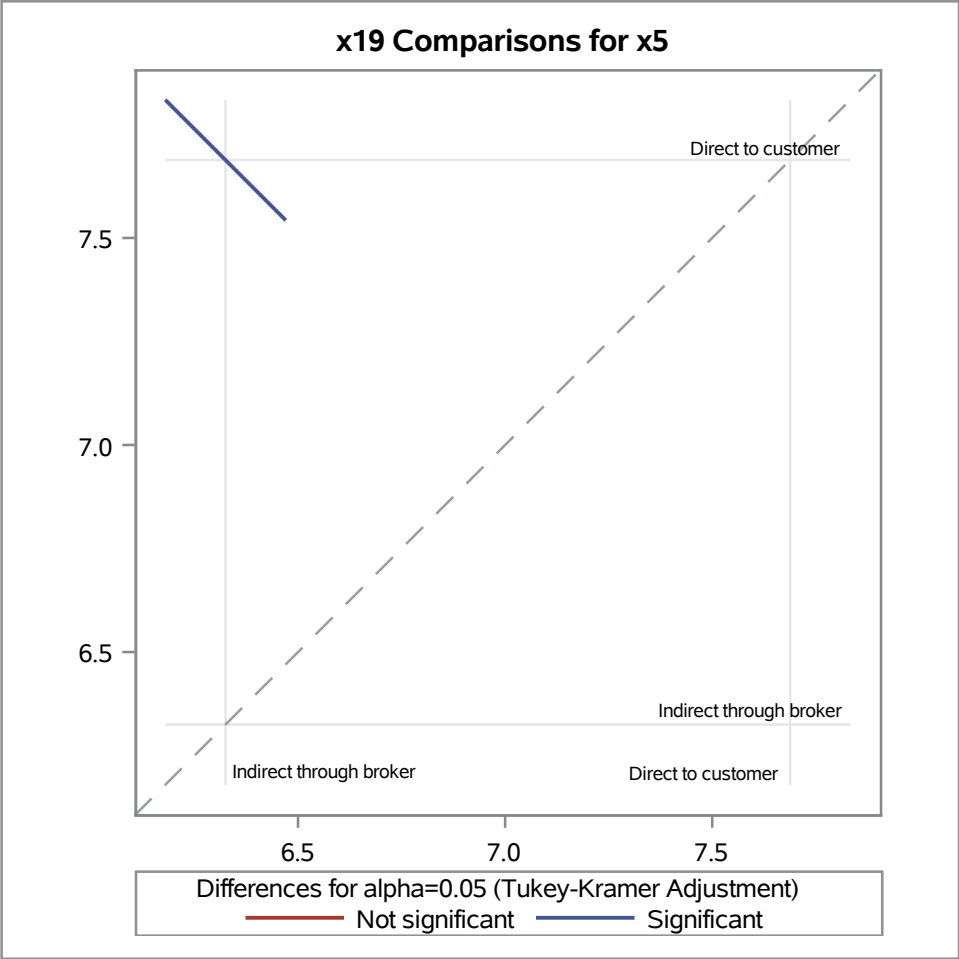
Level of x5	N	x19	
		Mean	Std Dev
Direct to customer	92	7.68804348	1.04879233
Indirect through broker	108	6.32500000	1.03283703

Least Squares Means
Adjustment for Multiple Comparisons: Tukey-Kramer

x5	x19 LSMEAN	H0:LSMean1=LSMean2
		Pr > t
Direct to customer	7.68804348	<.0001
Indirect through broker	6.32500000	



Least Squares Means
Adjustment for Multiple Comparisons: Tukey-Kramer



Class Level Information		
Class	Levels	Values
x5	2	Direct to customer Indirect through broker

Number of Observations Read	200
Number of Observations Used	200

Dependent Variable: x20 X20 - Likely to Recommend

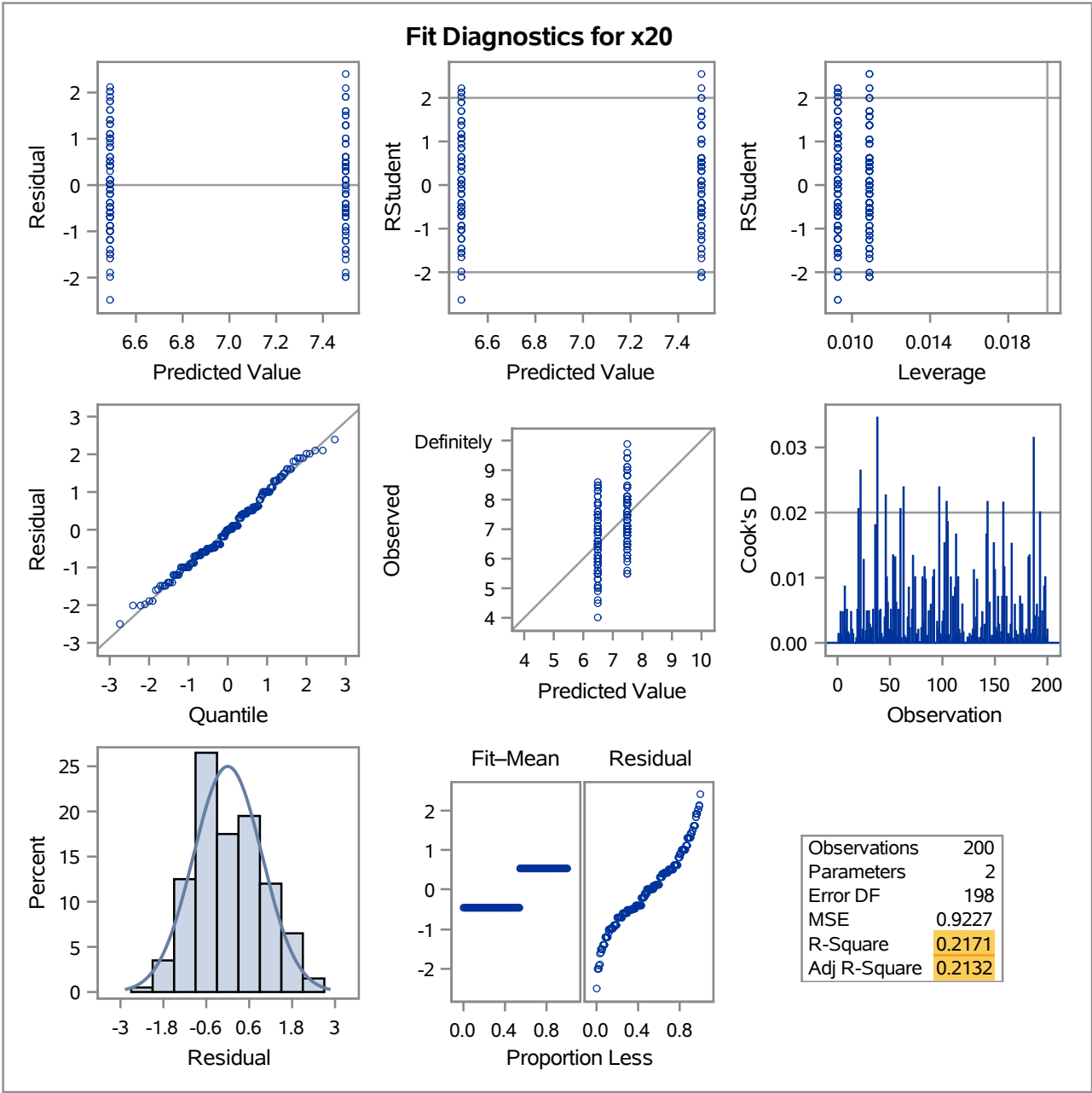
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	50.6648329	50.6648329	54.91	<.0001
Error	198	182.6939171	0.9226966		
Corrected Total	199	233.3587500			

R-Square	Coeff Var	Root MSE	x20 Mean
0.217111	13.81619	0.960571	6.952500

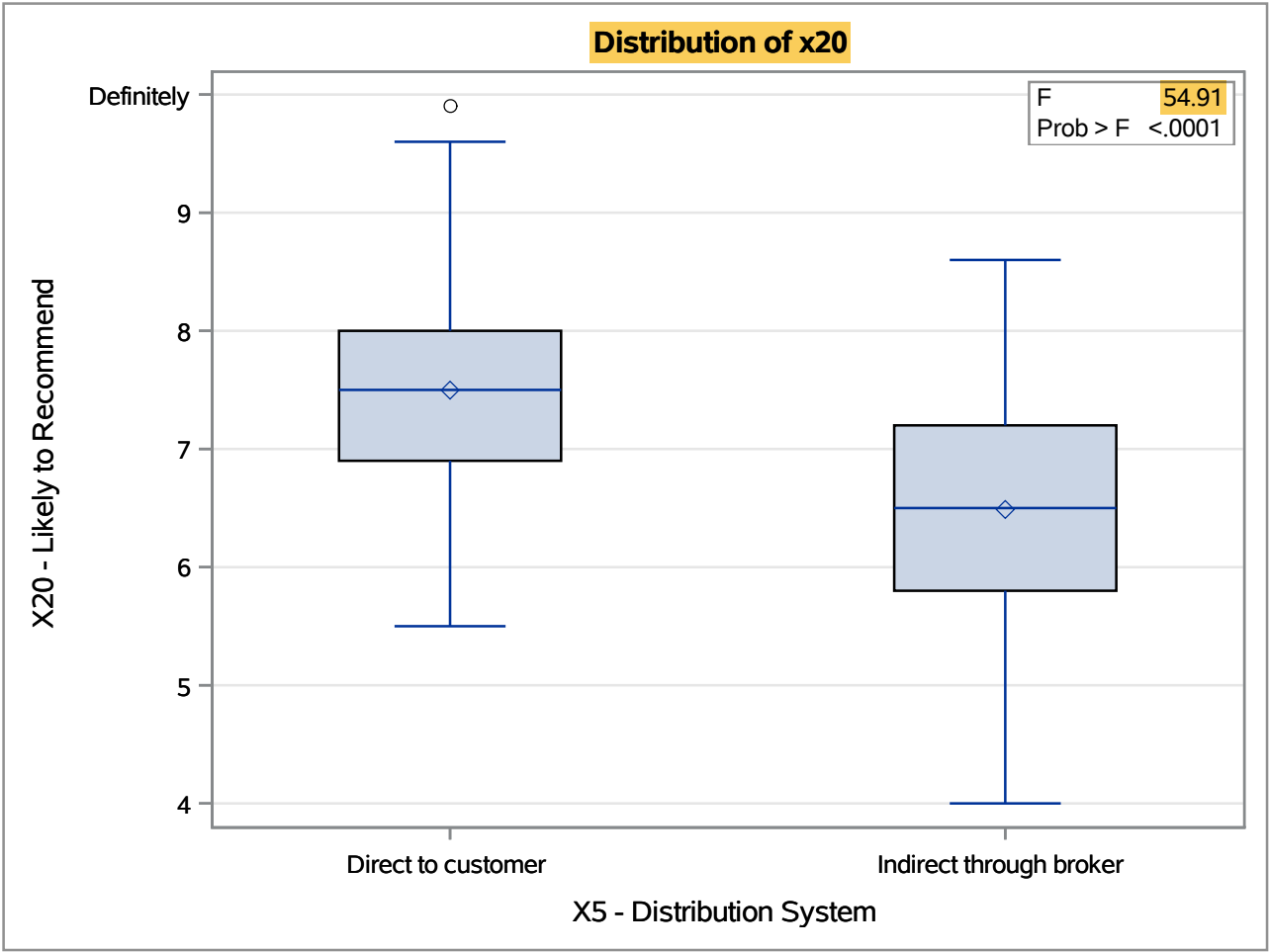
Source	DF	Type I SS	Mean Square	F Value	Pr > F
x5	1	50.66483293	50.66483293	54.91	<.0001

Source	DF	Type III SS	Mean Square	F Value	Pr > F
x5	1	50.66483293	50.66483293	54.91	<.0001

Dependent Variable: x20 X20 - Likely to Recommend



Dependent Variable: x20 X20 - Likely to Recommend



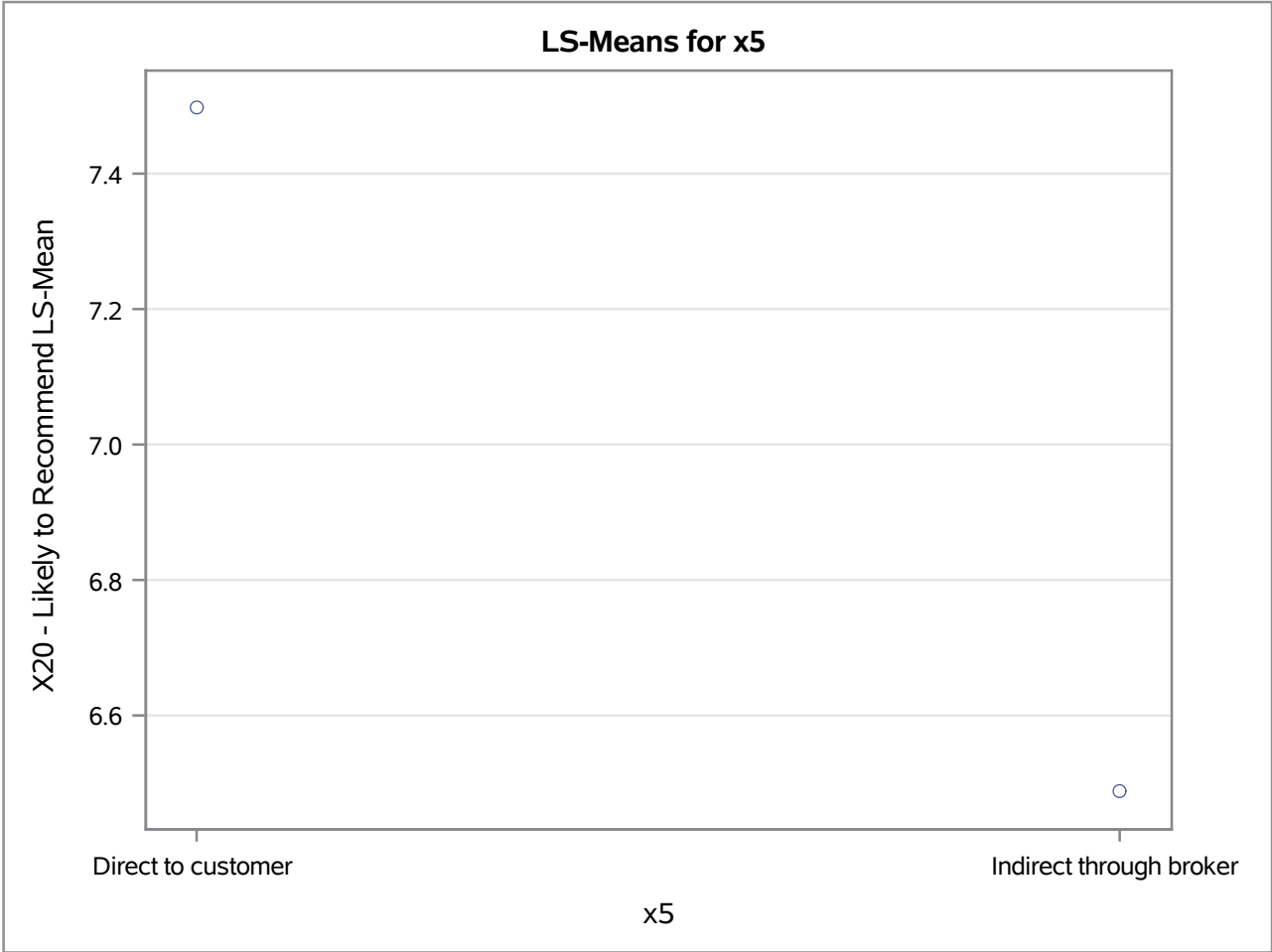
Levene's Test for Homogeneity of x20 Variance ANOVA of Squared Deviations from Group Means					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
x5	1	0.5739	0.5739	0.41	0.5217
Error	198	275.9	1.3932		

Welch's ANOVA for x20			
Source	DF	F Value	Pr > F
x5	1.0000	55.43	<.0001
Error	195.9		

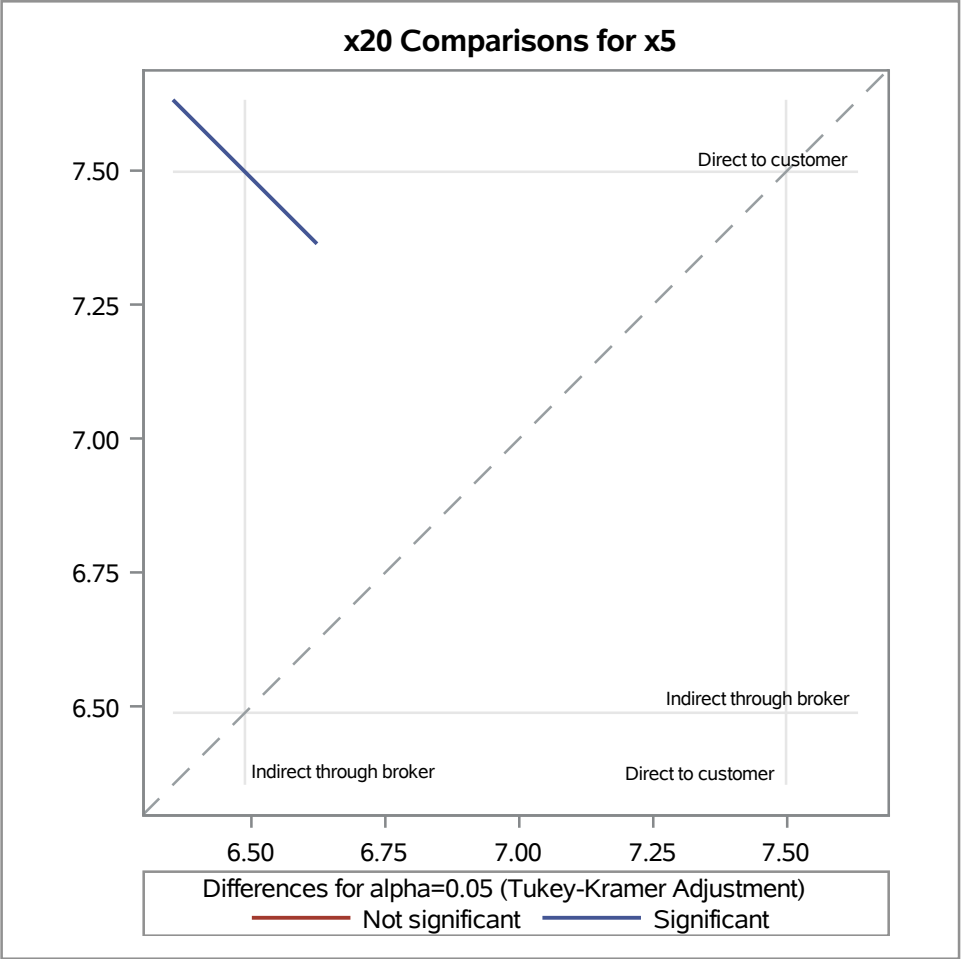
Level of x5	N	x20	
		Mean	Std Dev
Direct to customer	92	7.49782609	0.92996257
Indirect through broker	108	6.48796296	0.98585487

Least Squares Means
Adjustment for Multiple Comparisons: Tukey-Kramer

x5	x20 LSMEAN	H0:LSMean1=LSMean2
		Pr > t
Direct to customer	7.49782609	<.0001
Indirect through broker	6.48796296	



Least Squares Means
Adjustment for Multiple Comparisons: Tukey-Kramer



Class Level Information		
Class	Levels	Values
x5	2	Direct to customer Indirect through broker

Number of Observations Read	200
Number of Observations Used	200

Dependent Variable: x21 X21 - Likely to Purchase

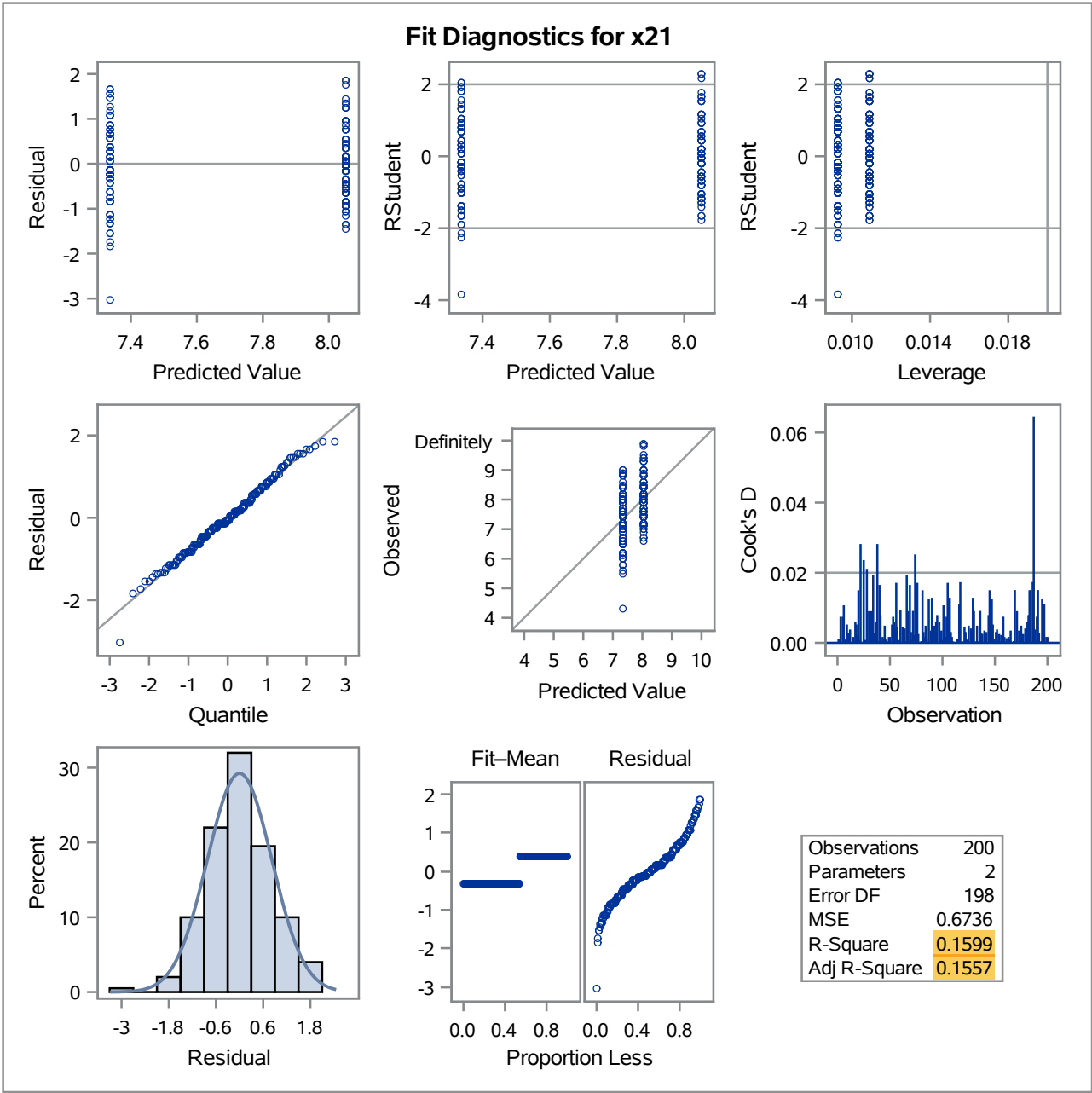
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	1	25.3959420	25.3959420	37.70	<.0001
Error	198	133.3790580	0.6736316		
Corrected Total	199	158.7750000			

R-Square	Coeff Var	Root MSE	x21 Mean
0.159949	10.70777	0.820751	7.665000

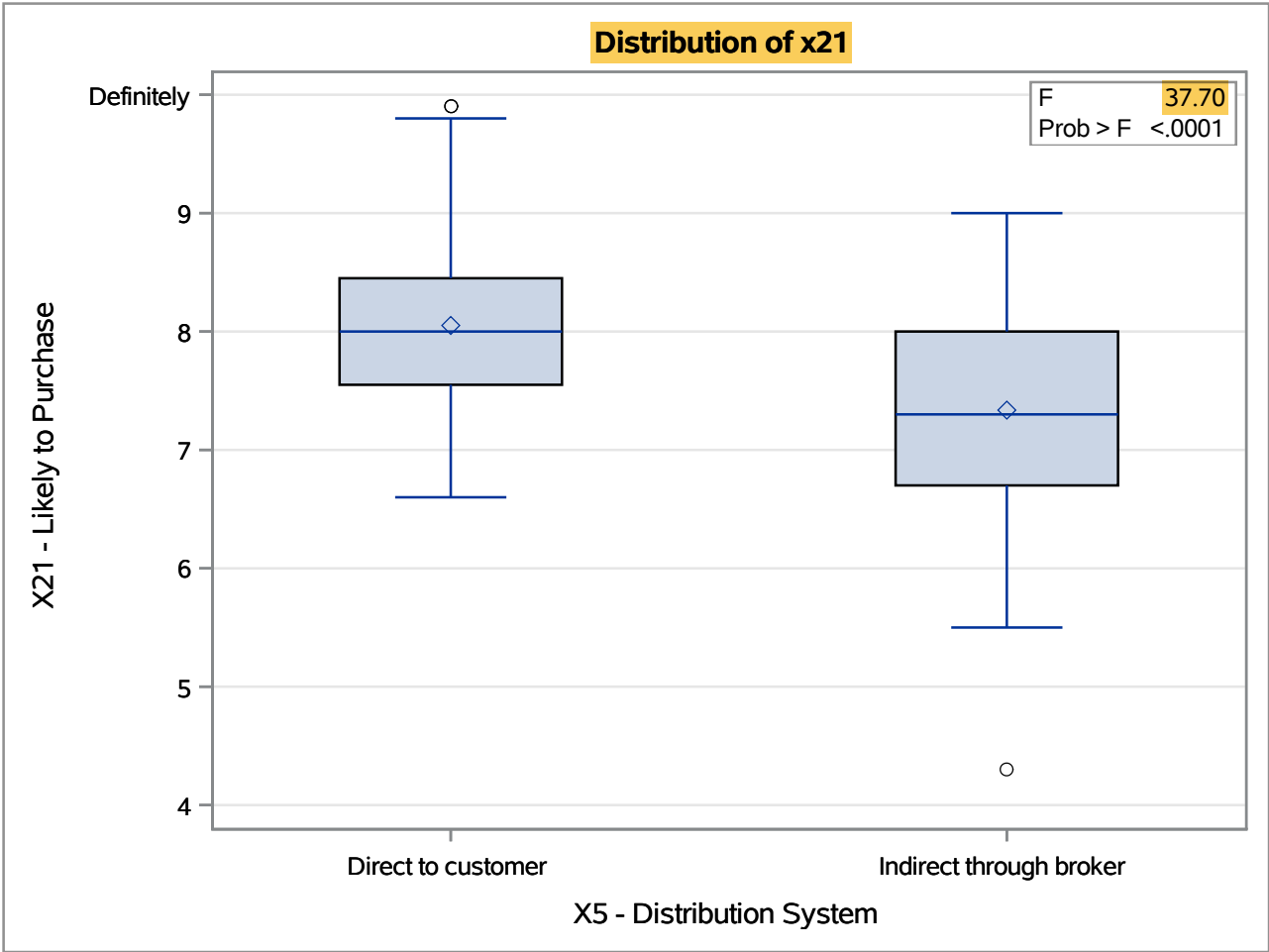
Source	DF	Type I SS	Mean Square	F Value	Pr > F
x5	1	25.39594203	25.39594203	37.70	<.0001

Source	DF	Type III SS	Mean Square	F Value	Pr > F
x5	1	25.39594203	25.39594203	37.70	<.0001

Dependent Variable: x21 X21 - Likely to Purchase



Dependent Variable: x21 X21 - Likely to Purchase



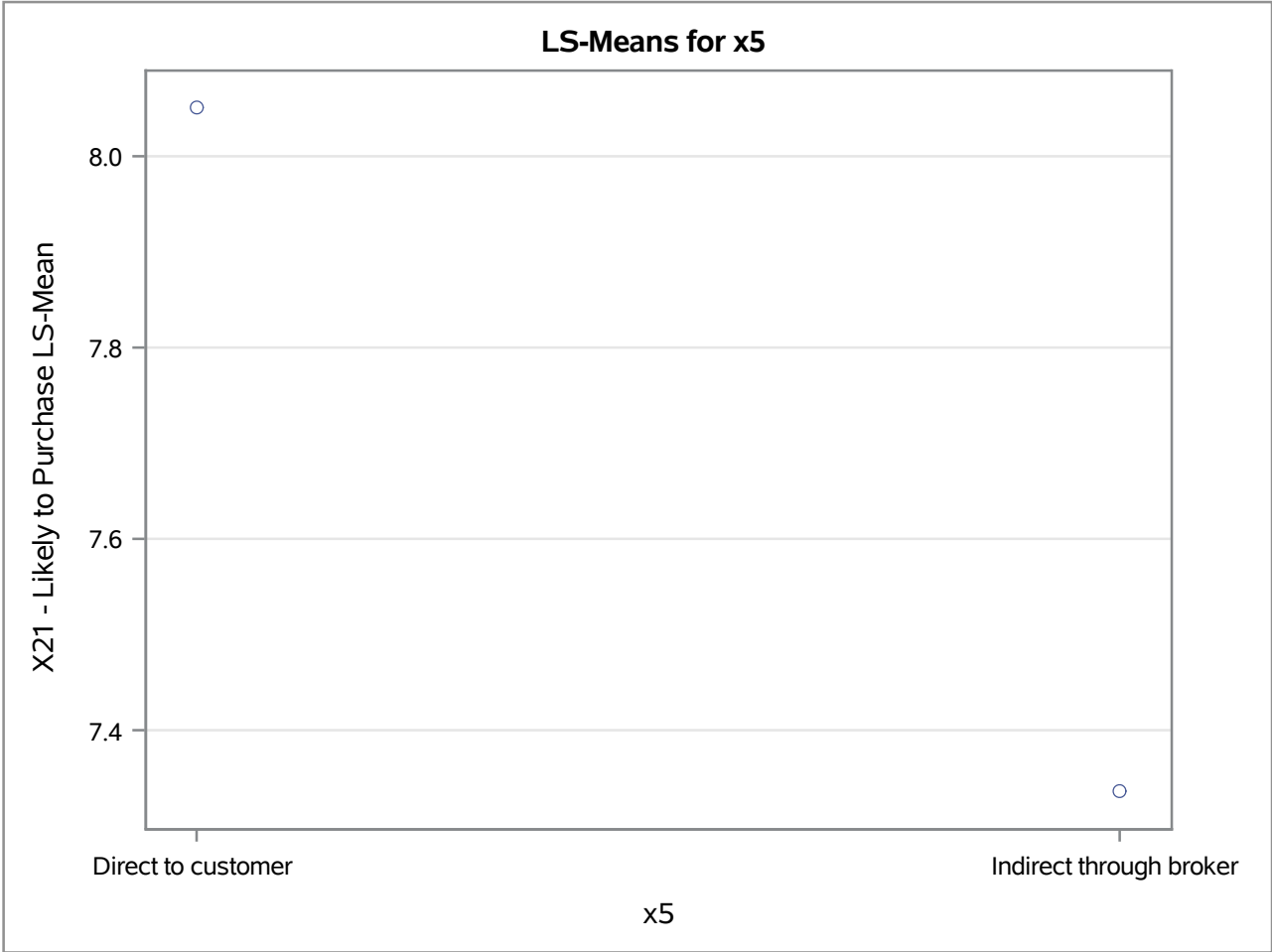
Levene's Test for Homogeneity of x21 Variance ANOVA of Squared Deviations from Group Means					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
x5	1	2.3759	2.3759	2.42	0.1216
Error	198	194.6	0.9830		

Welch's ANOVA for x21			
Source	DF	F Value	Pr > F
x5	1.0000	38.72	<.0001
Error	198.0		

Level of x5	N	x21	
		Mean	Std Dev
Direct to customer	92	8.05108696	0.74487178
Indirect through broker	108	7.33611111	0.88015062

Least Squares Means
Adjustment for Multiple Comparisons: Tukey-Kramer

x5	x21 LSMEAN	H0:LSMean1=LSMean2
		Pr > t
Direct to customer	8.05108696	<.0001
Indirect through broker	7.33611111	



Least Squares Means
Adjustment for Multiple Comparisons: Tukey-Kramer

