Obs	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22
1	2	0	1	1	1	8.5	3.9	2.5	5.9	4.8	4.9	6.0	6.8	4.7	4.3	5.0	5.1	3.7	8.2	8.0	8.4	65.1
2	3	1	0	0	0	8.2	2.7	5.1	7.2	3.4	7.9	3.1	5.3	5.5	4.0	3.9	4.3	4.9	5.7	6.5	7.5	67.1
3	3	0	1	1	1	9.2	3.4	5.6	5.6	5.4	7.4	5.8	4.5	6.2	4.6	5.4	4.0	4.5	8.9	8.4	9.0	72.1
4	1	1	1	1	0	6.4	3.3	7.0	3.7	4.7	4.7	4.5	8.8	7.0	3.6	4.3	4.1	3.0	4.8	6.0	7.2	40.1
5	2	0	1	0	1	9.0	3.4	5.2	4.6	2.2	6.0	4.5	6.8	6.1	4.5	4.5	3.5	3.5	7.1	6.6	9.0	57.1
6	1	1	0	1	0	6.5	2.8	3.1	4.1	4.0	4.3	3.7	8.5	5.1	9.5	3.6	4.7	3.3	4.7	6.3	6.1	50.1
7	1	1	1	1	0	6.9	3.7	5.0	2.6	2.1	2.3	5.4	8.9	4.8	2.5	2.1	4.2	2.0	5.7	7.8	7.2	41.1
8	2	0	1	1	0	6.2	3.3	3.9	4.8	4.6	3.6	5.1	6.9	5.4	4.8	4.3	6.3	3.7	6.3	5.8	7.7	56.1
9	2	1	1	1	0	5.8	3.6	5.1	6.7	3.7	5.9	5.8	9.3	5.9	4.4	4.4	6.1	4.6	7.0	7.5	8.2	56.1
10	1	0	1	1	0	6.4	4.5	5.1	6.1	4.7	5.7	5.7	8.4	5.4	5.3	4.1	5.8	4.4	5.5	5.9	6.7	59.1
11	3	0	1	0	1	8.7	3.2	4.6	4.8	2.7	6.8	4.6	6.8	5.8	7.5	3.8	3.7	4.0	7.4	7.0	8.4	68.1
12	1	0	1	1	0	6.1	4.9	6.3	3.9	4.4	3.9	6.4	8.2	5.8	5.9	3.0	4.9	3.2	6.0	6.3	6.6	53.1
13	1	1	0	0	1	9.5	5.6	4.6	6.9	5.0	6.9	6.6	7.6	6.5	5.3	5.1	4.5	4.4	8.4	8.4	7.9	58.1
14	3	1	0	0	1	9.2	3.9	5.7	5.5	2.4	8.4	4.8	7.1	6.7	3.0	4.5	2.6	4.2	7.6	6.9	8.2	72.1
15	2	0	1	1	1	6.3	4.5	4.7	6.9	4.5	6.8	5.9	8.8	6.0	5.4	4.8	6.2	5.2	8.0	7.0	7.6	62.1
16	3	0	0	0	0	8.7	3.2	4.0	6.8	3.2	7.8	3.8	4.9	6.1	5.0	4.3	3.9	4.5	6.6	6.4	7.1	71.1
17	2	1	0	1	1	5.7	4.0	6.7	6.0	3.3	5.5	5.1	6.2	6.7	5.4	4.2	6.2	4.5	6.4	7.5	7.2	50.1
18	2	0	1	1	0	5.9	4.1	5.5	7.2	3.5	6.4	5.5	8.4	6.2	6.3	5.7	5.8	4.8	7.4	6.9	8.2	58.1
19	2	1	1	1	0	5.6	3.4	5.1	6.4	3.7	5.7	5.6	9.1	5.4	6.1	5.0	6.0	4.5	6.8	7.5	7.9	55.1
20	3	0	1	1	0	9.1	4.5	3.6	6.4	5.3	5.3	7.1	8.4	5.8	6.7	4.5	6.1	4.4	7.6	8.5	8.8	67.1
21	1	0	0	1	0	5.2	3.8	7.1	5.2	3.9	4.3	5.0	8.4	7.1	4.6	3.3	4.9	3.3	5.4	5.5	7.0	50.1
22	3	1	1	1	1	9.6	5.7	6.8	5.9	5.4	8.3	7.8	4.5	6.4	6.5	4.3	3.0	4.3	9.9	9.6	9.9	70.1
23	2	0	0	0	1	8.6	3.6	7.4	5.1	3.5	7.3	4.7	3.7	6.7	6.0	4.8	3.4	4.0	7.0	7.1	8.1	60.1
24	3	0	1	1	1	9.3	2.4	2.6	7.2	2.2	7.2	4.5	6.2	6.4	4.2	6.7	4.4	4.5	8.6	8.1	8.0	65.1
25	1	0	0	1	0	6.0	4.1	5.3	4.7	3.5	5.3	5.3	8.0	6.5	3.9	4.7	5.3	4.0	4.8	4.9	5.5	55.1
26	2	0	1	1	0	6.4	3.6	6.6	6.1	4.0	3.9	5.3	7.1	6.1	3.7	5.6	6.6	3.9	6.6	6.8	7.0	58.1
27	3	0	0	0	0	8.5	3.0	7.2	5.8	4.1	7.6	3.7	4.8	6.9	6.7	5.3	3.8	4.4	6.3	7.1	7.0	70.1
28	1	1	0	1	0	7.0	3.3	5.4	5.5	2.6	4.8	4.2	9.0	6.5	5.9	4.3	5.2	3.7	5.4	5.5	5.6	55.1
29	3	0	0	0	0	8.5	3.0	5.7	6.0	2.3	7.6	3.7	4.8	5.8	6.0	5.7	3.8	4.4	6.3	6.9	7.2	70.1
30	1	1	1	1	0	7.6	3.6	3.0	4.0	5.1	4.2	4.6	7.7	4.9	7.2	4.7	5.5	3.5	5.4	5.5	6.2	52.1
31	1	1	0	0	1	6.9	3.4	8.5	4.3	4.5	6.4	4.7	5.2	7.7	3.3	3.7	2.7	3.3	6.1	6.8	7.1	44.1
32	1	0	1	1	0	8.1	2.5	7.2	4.5	2.3	5.1	3.8	6.6	6.8	6.1	3.0	3.5	3.0	6.4	5.8	6.2	51.1
33	1	1	1	1	0	6.7	3.7	6.5	5.3	5.3	5.1	4.9	9.2	5.7	4.2	3.5	4.5	3.4	5.4	6.5	7.6	44.1
34	2	1	1	1	0	8.0	3.3	6.1	5.7	5.5	4.6	4.7	8.7	5.9	3.8	4.7	6.6	4.2	7.3	7.5	9.0	62.1
35	1	0	1	1	0	6.7	4.0	5.2	3.9	3.0	5.4	6.8	8.4	6.2	6.0	2.5	4.3	3.5	6.3	6.6	6.7	54.1
36	1	0	0	0	0	8.7	3.2	6.1	4.3	3.5	6.1	2.9	5.6	6.1	6.5	3.1	2.9	2.5	5.4	4.6	7.1	51.1
37	2	0	0	0	1	9.0	3.4	5.9	4.6	3.9	6.0	4.5	6.8	6.4	4.3	3.9	3.5	3.5	7.1	8.0	7.2	57.1
38	3	0	1	1	1	9.6	4.1	6.2	7.3	2.9	7.7	5.5	7.7	6.1	4.4	5.2	4.6	4.9	8.7	9.9	9.9	77.1

Obs	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22
39	2	1	1	1	0	8.2	3.6	3.9	6.2	5.8	4.9	5.0	9.0	5.2	7.1	4.7	6.9	4.5	7.6	6.9	7.6	65.1
40	1	0	0	1	0	6.1	4.9	3.0	4.8	5.1	3.9	6.4	8.2	5.1	6.8	4.5	4.9	3.2	6.0	5.5	5.8	53.1
41	2	1	1	1	0	8.3	3.4	3.3	5.5	3.1	4.6	5.2	9.1	4.1	1.7	4.6	5.8	3.9	7.0	7.5	8.4	61.1
42	2	1	0	0	1	9.4	3.8	4.7	5.4	3.8	6.5	4.9	8.5	4.9	6.2	4.1	4.5	4.1	7.6	8.0	7.9	61.1
43	3	0	1	0	1	9.3	5.1	4.6	6.8	5.8	6.6	6.3	7.4	5.1	4.1	4.6	4.6	4.3	8.9	7.8	7.6	72.1
44	2	1	1	1	1	5.1	5.1	6.6	6.9	4.4	5.4	7.8	5.9	7.2	5.2	4.9	6.3	4.5	7.6	7.9	8.4	55.1
45	3	1	0	0	0	8.0	2.5	4.7	7.1	3.6	7.7	3.0	5.2	5.1	3.9	4.3	4.2	4.7	5.5	5.6	6.5	65.1
46	2	0	1	1	0	5.9	4.1	5.7	5.9	5.8	6.4	5.5	8.4	6.4	5.1	5.2	5.8	4.8	7.4	8.6	7.7	58.1
47	3	1	0	0	1	10.0	4.3	7.1	6.3	2.9	5.4	4.5	3.8	6.7	3.7	5.0	4.0	3.5	7.1	8.8	8.0	67.1
48	2	1	1	1	0	5.7	3.8	6.8	7.5	5.7	5.7	6.0	8.2	6.6	4.8	6.5	7.3	5.2	7.6	7.6	7.1	60.1
49	3	0	0	1	1	9.9	3.7	3.7	6.1	4.2	7.0	6.7	6.8	5.9	7.2	4.5	3.4	3.9	8.7	8.1	8.5	67.1
50	3	1	1	0	1	7.9	3.9	4.3	5.8	4.4	6.9	5.8	4.7	5.2	3.6	4.1	4.2	4.3	8.6	7.8	7.6	61.1
51	1	0	1	1	0	6.7	3.6	5.9	4.2	3.4	4.7	4.8	7.2	5.7	5.3	4.0	3.6	2.8	5.4	7.5	7.2	48.1
52	3	1	0	0	0	8.2	2.7	3.7	7.4	2.7	7.9	3.1	5.3	5.3	5.0	4.5	4.3	4.9	5.7	7.1	8.2	67.1
53	3	0	1	1	1	9.4	2.5	4.8	6.1	3.2	7.3	4.6	6.3	6.3	9.2	4.7	4.6	4.6	8.7	9.0	9.0	66.1
54	1	1	0	0	1	6.9	3.4	5.7	4.4	3.3	6.4	4.7	5.2	6.4	4.4	3.2	2.7	3.3	6.1	7.0	7.2	44.1
55	2	1	1	1	0	8.0	3.3	3.8	5.8	3.2	4.6	4.7	8.7	5.3	4.2	4.9	6.6	4.2	7.3	8.1	8.1	62.1
56	3	1	0	0	0	9.3	3.8	7.3	5.7	3.7	6.4	5.5	7.4	6.6	5.9	4.1	3.2	3.4	7.7	7.6	8.9	59.1
57	2	0	1	1	1	7.4	5.1	4.8	7.7	4.5	7.2	6.9	9.6	6.4	7.4	5.7	6.5	5.5	9.0	7.9	8.8	74.1
58	3	1	0	0	0	7.6	3.6	5.2	5.8	5.6	6.6	5.4	4.4	6.7	6.4	4.6	3.9	4.0	8.2	7.5	7.5	58.1
59	3	1	0	0	0	10.0	4.3	5.3	3.7	4.2	5.4	4.5	3.8	6.7	4.5	3.7	4.0	3.5	7.1	6.5	7.0	67.1
60	3	1	1	1	0	9.9	2.8	7.2	6.9	2.6	5.8	3.5	5.4	6.2	7.0	5.6	4.9	4.0	7.9	8.5	8.5	61.1
61	3	0	0	0	0	8.7	3.2	8.4	6.1	2.8	7.8	3.8	4.9	7.2	4.5	5.4	3.9	4.5	6.6	6.9	7.2	71.1
62	2	0	1	1	1	8.4	3.8	6.7	5.0	4.5	4.7	5.9	6.7	5.1	4.2	2.7	5.0	3.6	8.0	7.6	8.8	63.1
63	1	0	0	0	1	8.8	3.9	3.8	5.1	4.3	4.7	4.8	5.8	5.0	7.2	4.4	3.7	2.9	6.3	5.5	8.0	44.1
64	1	0	1	1	0	7.7	2.2	6.3	4.5	2.4	4.7	3.4	6.2	6.0	4.7	3.3	3.1	2.6	6.0	6.0	8.1	47.1
65	1	0	1	1	0	6.6	3.6	5.8	4.1	4.9	4.7	4.8	7.2	6.5	3.9	3.5	3.6	2.8	5.4	6.9	7.1	48.1
66	2	1	1	1	0	5.7	3.8	3.5	6.7	5.4	5.7	6.0	8.2	5.4	5.0	4.7	7.3	5.2	7.6	6.9	9.0	60.1
67	2	1	0	1	0	5.7	4.0	7.9	6.4	2.7	5.5	5.1	6.2	7.5	6.4	5.0	6.2	4.5	6.4	5.6	6.2	50.1
68	2	1	0	1	1	5.5	3.7	4.7	5.4	4.3	5.3	4.9	6.0	5.6	2.5	4.5	5.9	4.3	6.1	6.3	8.2	48.1
69	1	1	1	1	0	7.5	3.5	3.8	3.5	2.9	4.1	4.5	7.6	5.1	5.2	4.0	5.4	3.4	5.2	5.8	5.8	51.1
70	2	0	1	1	0	6.4	3.6	2.7	5.3	3.9	3.9	5.3	7.1	5.2	5.5	4.7	6.6	3.9	6.6	6.6	8.0	58.1
71	3	0	0	1	0	9.1	4.5	6.1	5.9	6.3	5.3	7.1	8.4	7.1	5.7	5.4	6.1	4.4	7.6	7.5	7.7	67.1
72	1	1	0	0	1	6.7	3.2	3.0	3.7	4.8	6.3	4.5	5.0	5.2	2.5	2.9	2.6	3.1	5.8	6.0	7.0	43.1
73	2	0	1	1	0	6.5	4.3	2.7	6.6	6.5	6.3	6.0	8.7	4.7	6.3	4.6	5.6	4.6	7.9	6.6	7.9	66.1
74	3	0	1	1	1	9.9	3.7	7.5	4.7	5.6	7.0	6.7	6.8	7.2	4.6	4.1	3.4	3.9	8.6	8.8	9.8	66.1
75	2	0	1	1	1	8.5	3.9	5.3	5.5	5.0	4.9	6.0	6.8	5.7	3.6	4.4	5.1	3.7	8.2	7.0	8.4	65.1
76	3	0	0	0	0	9.9	3.0	6.8	5.0	5.4	5.9	4.8	4.9	7.3	7.6	3.1	4.3	3.8	7.1	6.6	8.9	63.1

Obs	X1	X2	X3	X4	X5	X6	X7	X8	X9	X10	X11	X12	X13	X14	X15	X16	X17	X18	X19	X20	X21	X22
77	1	0	0	1	1	7.6	3.6	7.6	4.6	4.7	4.6	5.0	7.4	8.1	6.6	4.5	5.8	3.9	6.4	6.9	7.5	49.1
78	2	1	0	0	1	9.4	3.8	7.0	6.2	4.7	6.5	4.9	8.5	7.3	2.4	4.3	4.5	4.1	7.6	7.3	8.0	61.1
79	3	0	0	0	1	9.3	3.5	6.3	7.6	5.5	7.5	5.9	4.6	6.6	3.1	5.2	4.1	4.6	8.9	7.3	8.1	72.1
80	1	1	1	1	0	7.1	3.4	4.9	4.1	4.0	5.0	5.9	7.8	6.1	3.5	2.6	3.1	2.7	5.7	5.8	7.6	44.1
81	3	0	1	0	0	9.9	3.0	7.4	4.8	4.0	5.9	4.8	4.9	5.9	6.9	3.2	4.3	3.8	7.1	7.9	8.8	63.1
82	3	0	0	0	0	8.7	3.2	6.4	4.9	2.4	6.8	4.6	6.8	6.3	5.1	4.3	3.7	4.0	7.4	7.3	8.0	68.1
83	2	0	0	0	1	8.6	2.9	5.8	3.9	2.9	5.6	4.0	6.3	6.1	4.0	2.7	3.0	3.0	6.6	6.1	8.5	53.1
84	1	1	0	1	0	6.4	3.2	6.7	3.6	2.2	2.9	5.0	8.4	7.3	6.5	2.0	3.7	1.6	5.0	5.1	6.5	37.1
85	2	0	0	0	1	7.7	2.6	6.7	6.6	1.9	7.2	4.3	5.9	6.5	4.1	4.7	3.9	4.3	8.2	7.5	7.7	52.1
86	1	1	1	1	0	7.5	3.5	4.1	4.5	3.5	4.1	4.5	7.6	4.9	2.8	3.4	5.4	3.4	5.2	6.0	7.2	51.1
87	1	0	0	1	0	5.0	3.6	1.3	3.0	3.5	4.2	4.9	8.2	4.3	7.6	2.4	4.8	3.1	5.2	5.5	6.0	48.1
88	2	0	0	0	1	7.7	2.6	8.0	6.7	3.5	7.2	4.3	5.9	6.9	7.7	5.1	3.9	4.3	8.2	7.6	8.2	52.1
89	2	1	0	0	1	9.1	3.6	5.5	5.4	4.2	6.2	4.6	8.3	6.5	4.1	4.6	4.3	3.9	7.3	6.5	7.4	59.1
90	2	1	0	1	1	5.5	5.5	7.7	7.0	5.6	5.7	8.2	6.3	7.4	4.9	5.5	6.7	4.9	8.2	7.6	9.3	59.1
91	3	1	0	0	0	9.1	3.7	7.0	4.1	4.4	6.3	5.4	7.3	7.5	4.6	4.4	3.0	3.3	7.4	7.9	7.9	58.1
92	1	1	0	1	0	7.1	4.2	4.1	2.6	2.1	3.3	4.5	9.9	5.5	3.5	2.0	4.0	2.4	4.8	5.0	6.5	51.1
93	3	1	1	0	1	9.2	3.9	4.6	5.3	4.2	8.4	4.8	7.1	6.2	6.6	4.4	2.6	4.2	7.6	7.5	8.6	72.1
94	3	0	1	1	1	9.3	3.5	5.4	7.8	4.6	7.5	5.9	4.6	6.4	4.9	4.8	4.1	4.6	8.9	7.6	8.9	72.1
95	3	1	1	0	0	9.3	3.8	4.0	4.6	4.7	6.4	5.5	7.4	5.3	4.8	3.6	3.2	3.4	7.7	7.3	8.4	59.1
96	1	1	0	0	1	8.6	4.8	5.6	5.3	2.3	6.0	5.7	6.7	5.8	3.6	4.9	3.6	3.6	7.3	8.1	8.1	50.1
97	1	0	0	1	1	7.4	3.4	2.6	5.0	4.1	4.4	4.8	7.2	4.5	6.4	4.2	5.6	3.7	6.3	5.5	7.2	48.1
98	1	0	0	0	1	8.7	3.2	3.3	3.2	3.1	6.1	2.9	5.6	5.0	4.3	3.1	2.9	2.5	5.4	7.0	7.7	51.1
99	2	1	0	1	1	7.8	4.9	5.8	5.3	5.2	5.3	7.1	7.9	6.0	5.7	4.3	4.9	3.9	6.4	7.1	7.4	61.1
100	2	1	1	1	0	7.9	3.0	4.4	5.1	5.9	4.2	4.8	9.7	5.7	5.8	3.4	5.4	3.5	6.4	7.3	7.0	57.1

The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

Moments			
N	100	**Sum Weights**	100
Mean	5.365	**Sum Observations**	536.5
Std Deviation	1.53045679	**Variance**	2.34229798
Skewness	-0.2032586	**Kurtosis**	-0.5482262
Uncorrected SS	3110.21	**Corrected SS**	231.8875
Coeff Variation	28.5266876	**Std Error Mean**	0.15304568

Basic Statistical Measures			
Location		**Variability**	
Mean	5.365000	**Std Deviation**	1.53046
Median	5.400000	**Variance**	2.34230
Mode	4.600000	**Range**	7.20000
		Interquartile Range	2.45000

Note: The mode displayed is the smallest of 5 modes with a count of 4.

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	35.05489	**Pr > |t|**	<.0001
Sign	**M**	50	**Pr >= |M|**	<.0001
Signed Rank	**S**	2525	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.986264	**Pr < W**	0.3900
Kolmogorov-Smirnov	**D**	0.060152	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.051364	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.370975	**Pr > A-Sq**	>0.2500

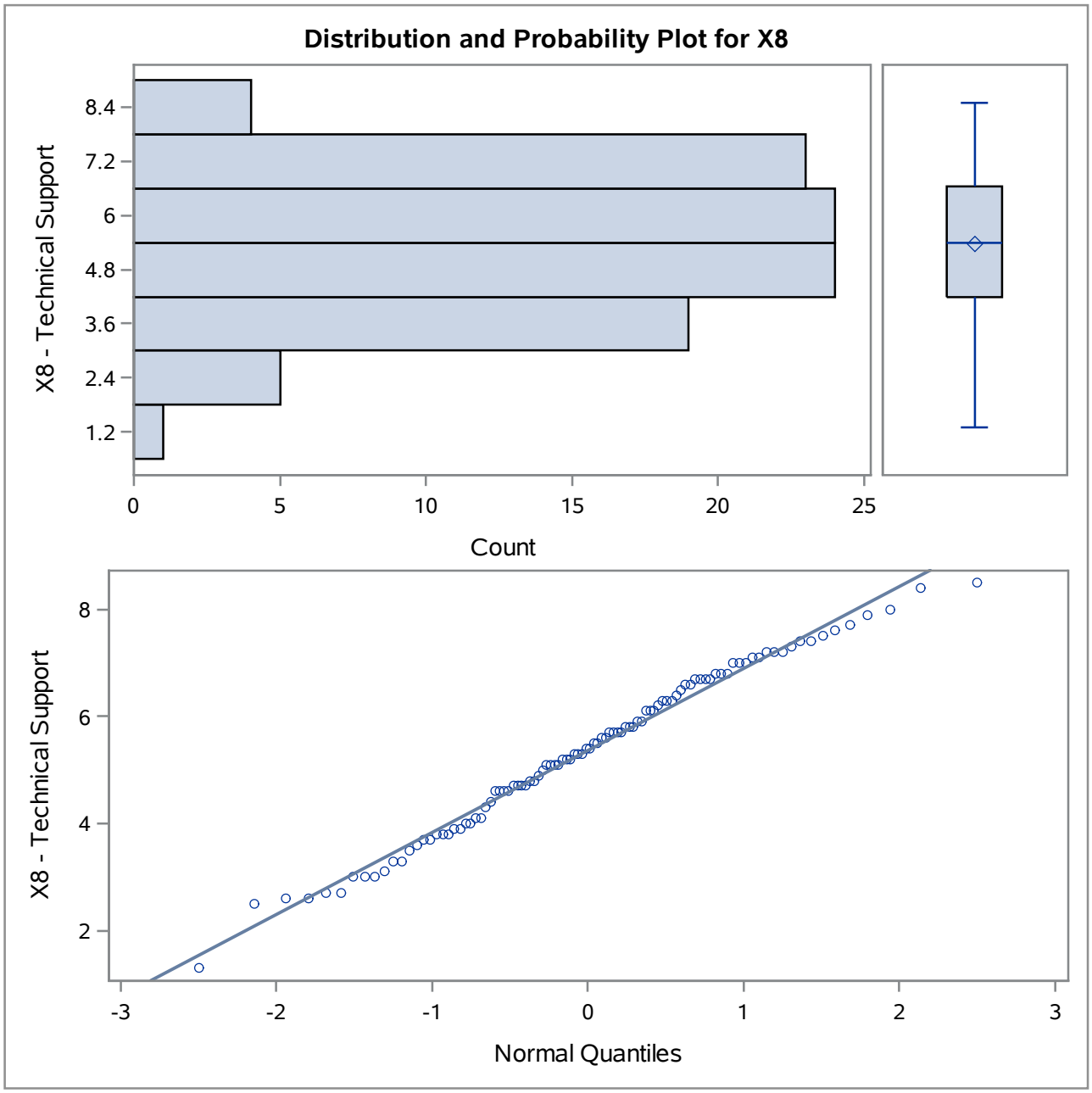
Quantiles (Definition 5)	
Level	**Quantile**
100% Max	8.50
99%	8.45
95%	7.65
90%	7.25
75% Q3	6.65
50% Median	5.40

The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

Quantiles (Definition 5)	
Level	**Quantile**
25% Q1	4.20
10%	3.20
5%	2.70
1%	1.90
0% Min	1.30

Extreme Observations			
Lowest		**Highest**	
Value	**Obs**	**Value**	**Obs**
1.3	87	7.7	90
2.5	1	7.9	67
2.6	97	8.0	88
2.6	24	8.4	61
2.7	73	8.5	31

The UNIVARIATE Procedure



The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

Moments			
N	100	**Sum Weights**	100
Mean	5.442	**Sum Observations**	544.2
Std Deviation	1.20840324	**Variance**	1.46023838
Skewness	-0.1358107	**Kurtosis**	-0.5858665
Uncorrected SS	3106.1	**Corrected SS**	144.5636
Coeff Variation	22.2051312	**Std Error Mean**	0.12084032

Basic Statistical Measures			
Location		**Variability**	
Mean	5.442000	**Std Deviation**	1.20840
Median	5.450000	**Variance**	1.46024
Mode	5.300000	**Range**	5.20000
		Interquartile Range	1.75000

Note: The mode displayed is the smallest of 2 modes with a count of 5.

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	45.03464	**Pr > |t|**	<.0001
Sign	**M**	50	**Pr >= |M|**	<.0001
Signed Rank	**S**	2525	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.986459	**Pr < W**	0.4023
Kolmogorov-Smirnov	**D**	0.051072	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.035887	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.269584	**Pr > A-Sq**	>0.2500

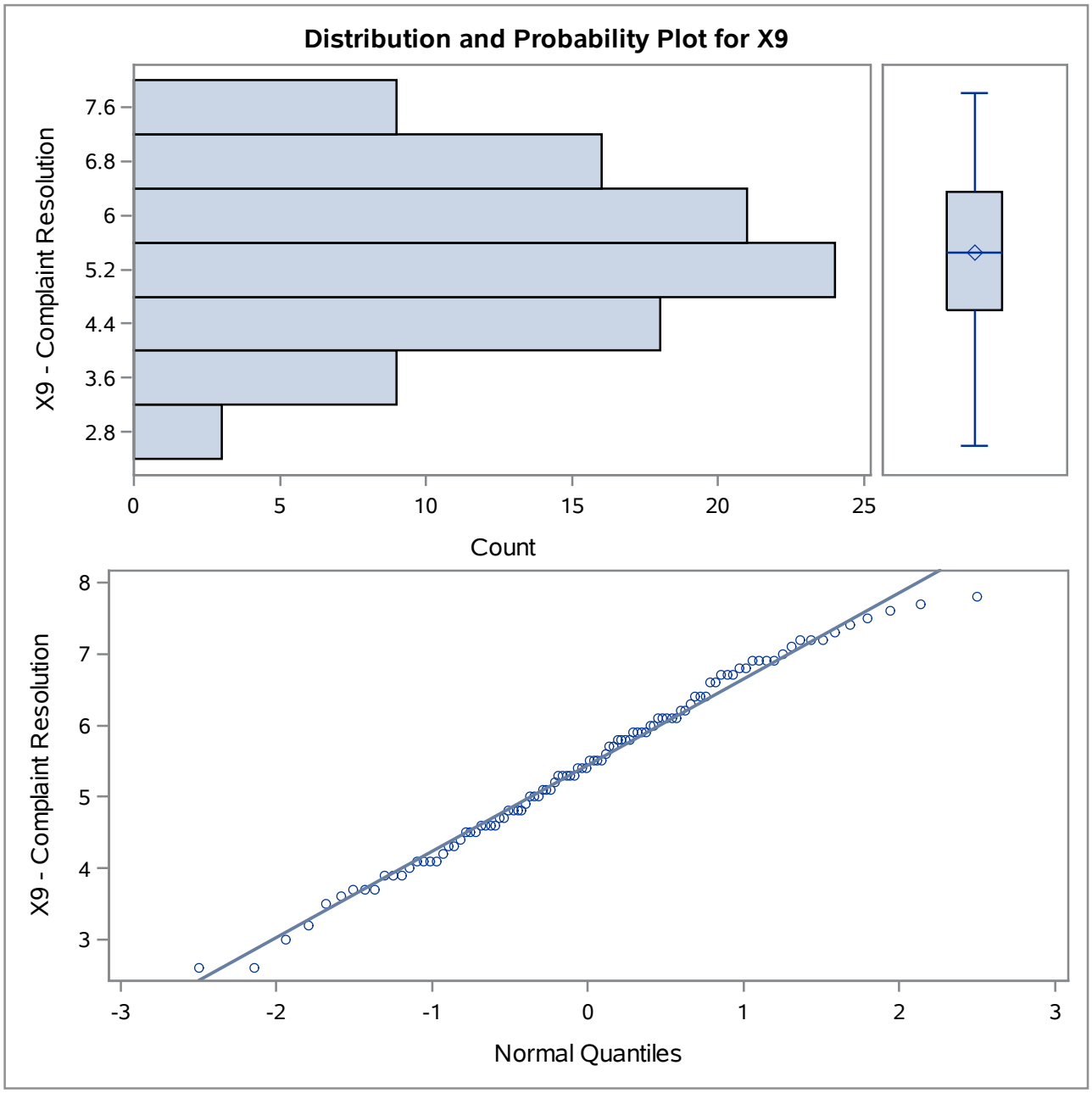
Quantiles (Definition 5)	
Level	**Quantile**
100% Max	7.80
99%	7.75
95%	7.35
90%	7.05
75% Q3	6.35
50% Median	5.45

The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

Quantiles (Definition 5)	
Level	**Quantile**
25% Q1	4.60
10%	3.90
5%	3.55
1%	2.60
0% Min	2.60

Extreme Observations			
Lowest		**Highest**	
Value	**Obs**	**Value**	**Obs**
2.6	92	7.4	52
2.6	7	7.5	48
3.0	87	7.6	79
3.2	98	7.7	57
3.5	69	7.8	94

The UNIVARIATE Procedure



The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

X1 - Customer Type=1

Moments			
N	32	**Sum Weights**	32
Mean	5.090625	**Sum Observations**	162.9
Std Deviation	1.67473818	**Variance**	2.80474798
Skewness	-0.1803315	**Kurtosis**	-0.4428982
Uncorrected SS	916.21	**Corrected SS**	86.9471875
Coeff Variation	32.8984787	**Std Error Mean**	0.29605468

Basic Statistical Measures			
Location		**Variability**	
Mean	5.090625	**Std Deviation**	1.67474
Median	5.250000	**Variance**	2.80475
Mode	3.000000	**Range**	7.20000
		Interquartile Range	2.50000

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	17.19488	**Pr > |t|**	<.0001
Sign	**M**	16	**Pr >= |M|**	<.0001
Signed Rank	**S**	264	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.98379	**Pr < W**	0.8991
Kolmogorov-Smirnov	**D**	0.079689	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.03725	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.237519	**Pr > A-Sq**	>0.2500

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	8.50
99%	8.50
95%	7.60
90%	7.10
75% Q3	6.30
50% Median	5.25

The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

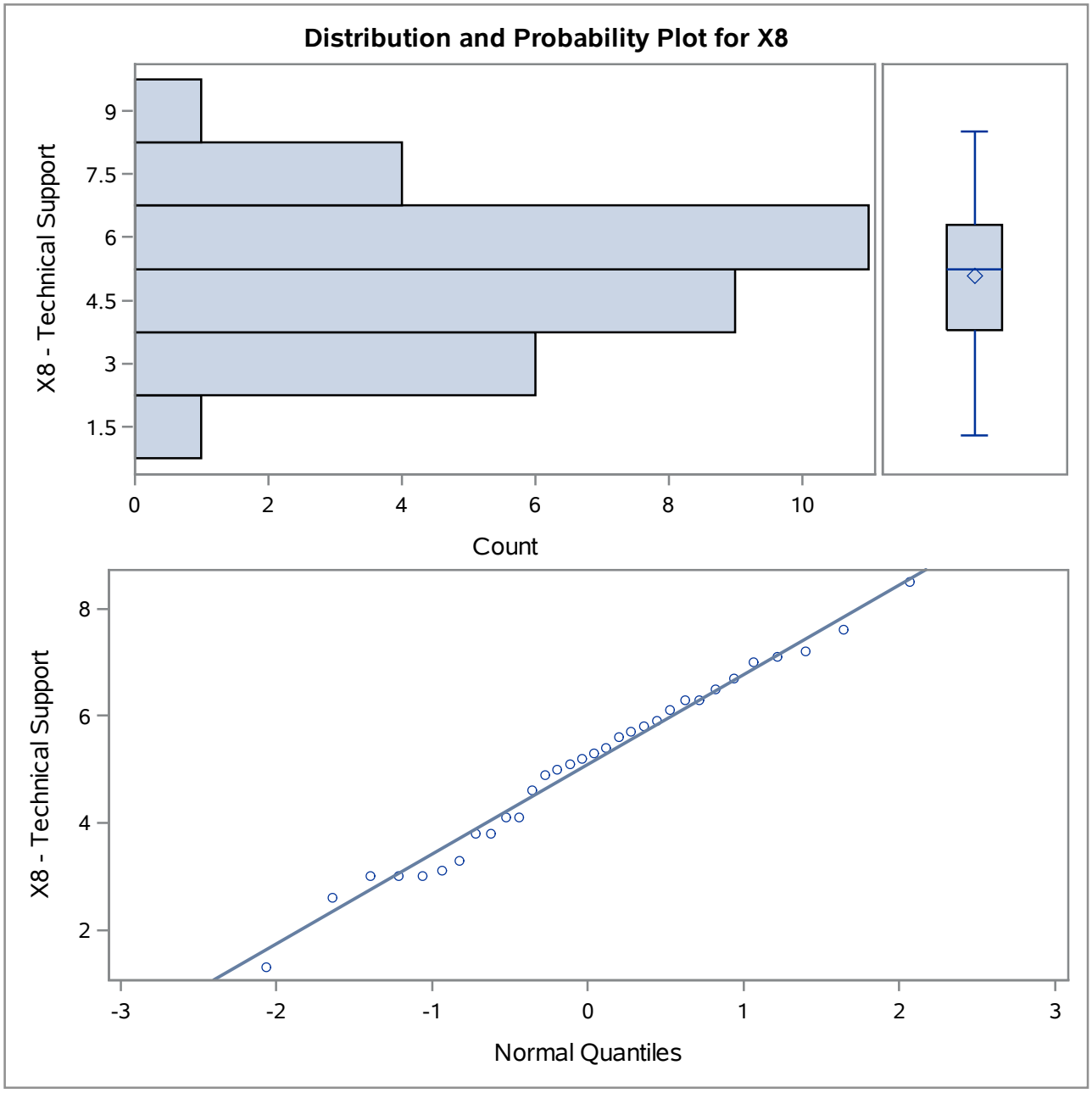
X1 - Customer Type=1

Quantiles (Definition 5)	
Level	**Quantile**
25% Q1	3.80
10%	3.00
5%	2.60
1%	1.30
0% Min	1.30

Extreme Observations					
Lowest			**Highest**		
Value	**X1**	**Obs**	**Value**	**X1**	**Obs**
1.3	1	28	7.0	1	1
2.6	1	31	7.1	1	7
3.0	1	23	7.2	1	12
3.0	1	16	7.6	1	24
3.0	1	10	8.5	1	11

The UNIVARIATE Procedure

X1 - Customer Type=1



The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

X1 - Customer Type=2

Moments			
N	35	**Sum Weights**	35
Mean	5.39142857	**Sum Observations**	188.7
Std Deviation	1.50555275	**Variance**	2.26668908
Skewness	-0.184346	**Kurtosis**	-0.6917325
Uncorrected SS	1094.43	**Corrected SS**	77.0674286
Coeff Variation	27.9249317	**Std Error Mean**	0.25448486

Basic Statistical Measures			
Location		**Variability**	
Mean	5.391429	**Std Deviation**	1.50555
Median	5.500000	**Variance**	2.26669
Mode	4.700000	**Range**	5.50000
		Interquartile Range	2.30000

Note: The mode displayed is the smallest of 2 modes with a count of 3.

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	21.18566	**Pr > |t|**	<.0001
Sign	**M**	17.5	**Pr >= |M|**	<.0001
Signed Rank	**S**	315	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.972136	**Pr < W**	0.5046
Kolmogorov-Smirnov	**D**	0.103224	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.031471	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.243525	**Pr > A-Sq**	>0.2500

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	8.0
99%	8.0
95%	7.9
90%	7.4
75% Q3	6.7

The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

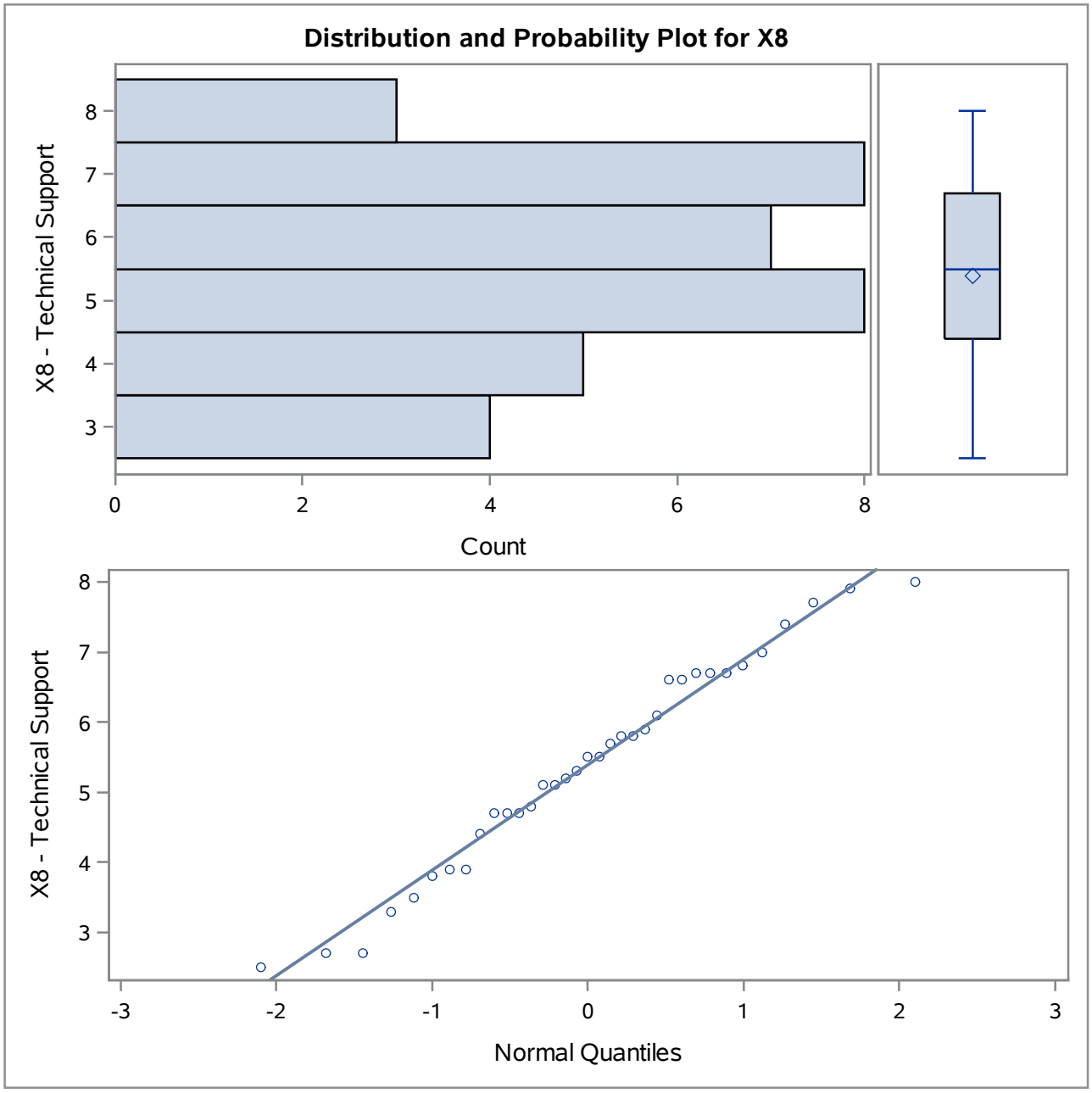
X1 - Customer Type=2

Quantiles (Definition 5)	
Level	**Quantile**
50% Median	5.5
25% Q1	4.4
10%	3.3
5%	2.7
1%	2.5
0% Min	2.5

Extreme Observations					
Lowest			**Highest**		
Value	**X1**	**Obs**	**Value**	**X1**	**Obs**
2.5	2	33	7.0	2	60
2.7	2	58	7.4	2	41
2.7	2	57	7.7	2	65
3.3	2	46	7.9	2	55
3.5	2	54	8.0	2	63

The UNIVARIATE Procedure

X1 - Customer Type=2



The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

X1 - Customer Type=3

Moments			
N	33	**Sum Weights**	33
Mean	5.6030303	**Sum Observations**	184.9
Std Deviation	1.40945132	**Variance**	1.98655303
Skewness	-0.0668769	**Kurtosis**	-0.7849054
Uncorrected SS	1099.57	**Corrected SS**	63.569697
Coeff Variation	25.1551615	**Std Error Mean**	0.24535398

Basic Statistical Measures			
Location		**Variability**	
Mean	5.603030	**Std Deviation**	1.40945
Median	5.600000	**Variance**	1.98655
Mode	4.600000	**Range**	5.80000
		Interquartile Range	2.20000

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	22.83652	**Pr > |t|**	<.0001
Sign	**M**	16.5	**Pr >= |M|**	<.0001
Signed Rank	**S**	280.5	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.974738	**Pr < W**	0.6209
Kolmogorov-Smirnov	**D**	0.105158	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.049182	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.331745	**Pr > A-Sq**	>0.2500

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	8.4
99%	8.4
95%	7.5
90%	7.3
75% Q3	6.8
50% Median	5.6

The UNIVARIATE Procedure
Variable: X8 (X8 - Technical Support)

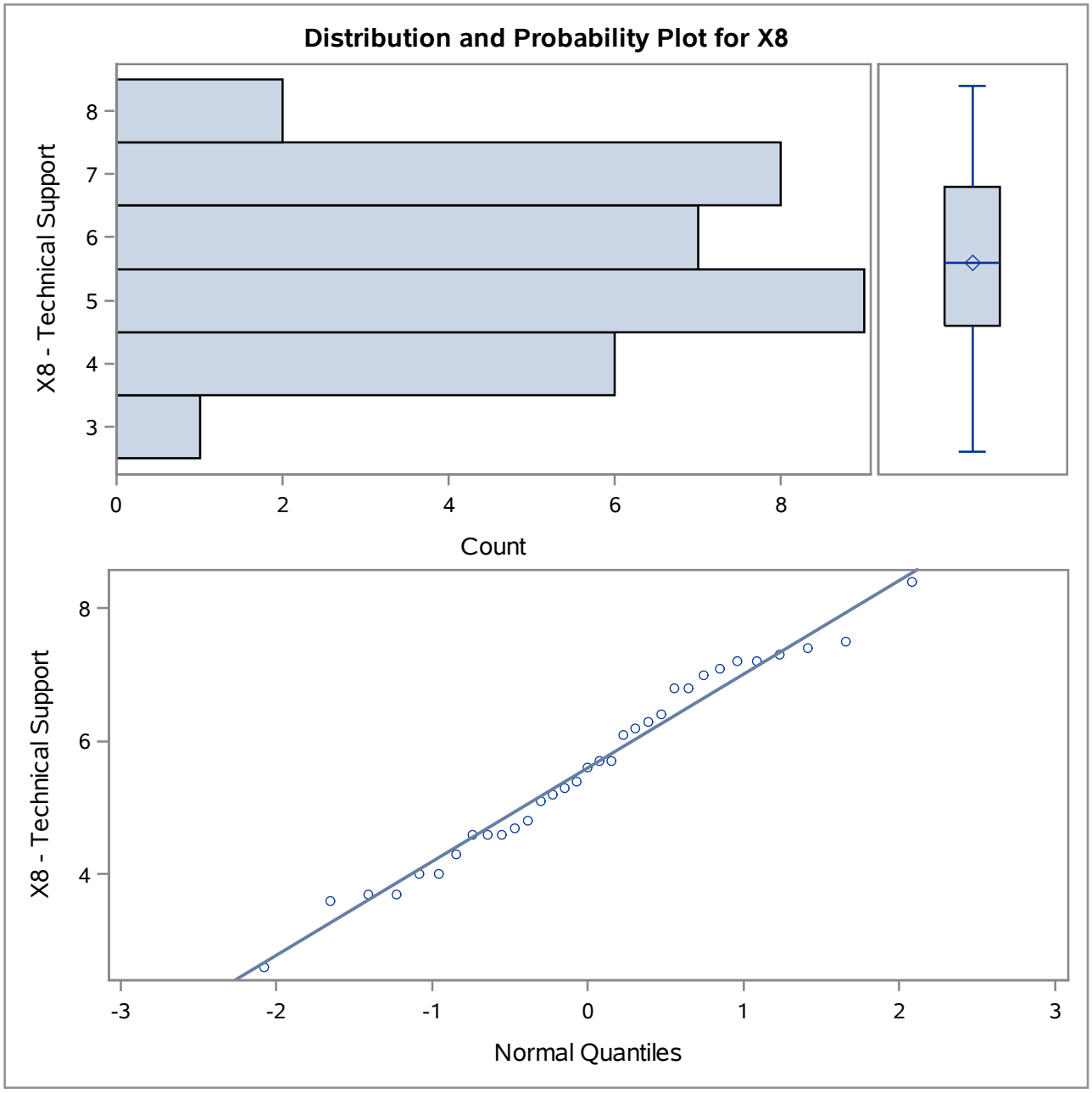
X1 - Customer Type=3

Quantiles (Definition 5)	
Level	**Quantile**
25% Q1	4.6
10%	3.7
5%	3.6
1%	2.6
0% Min	2.6

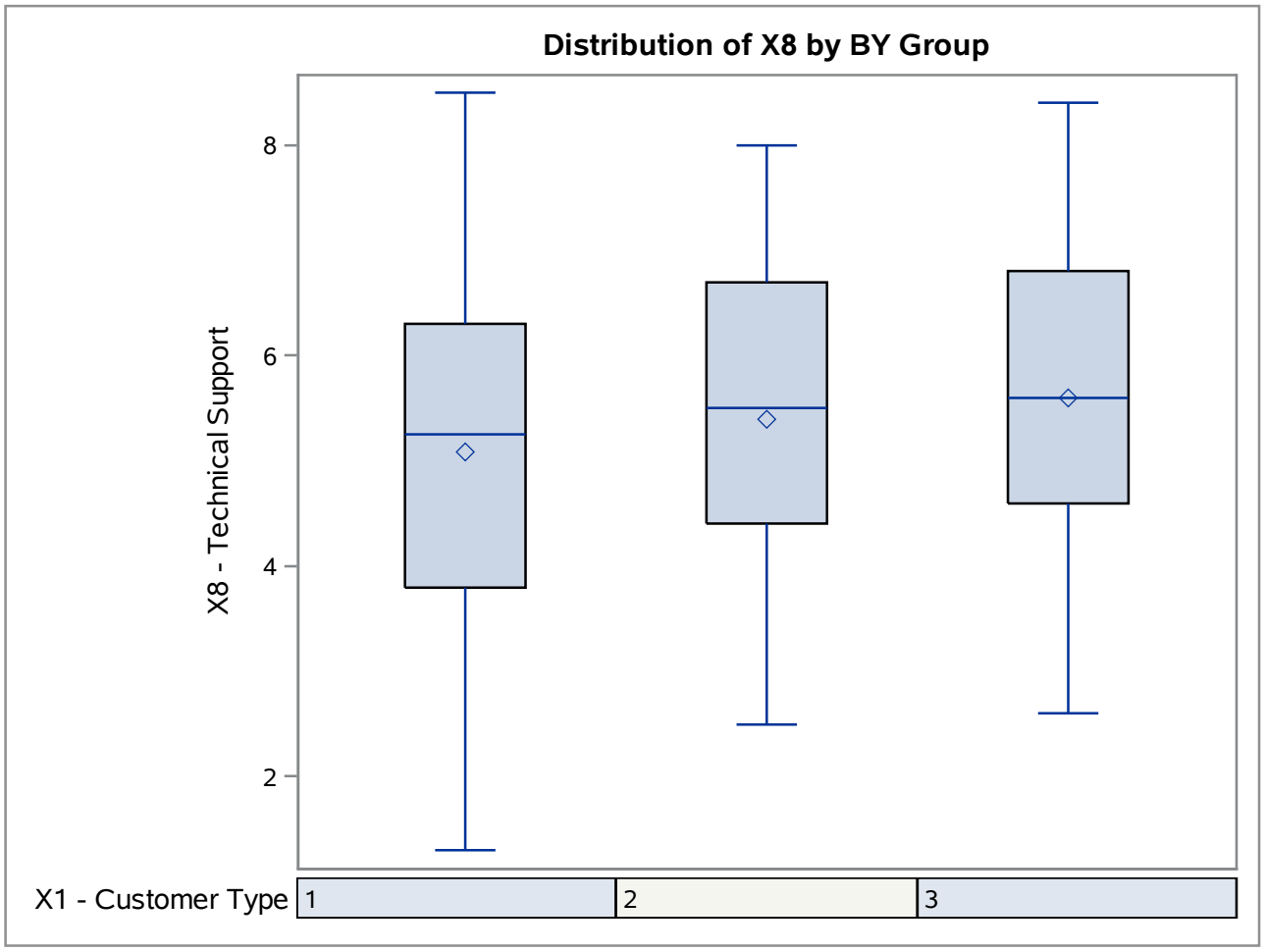
Extreme Observations					
Lowest			**Highest**		
Value	**X1**	**Obs**	**Value**	**X1**	**Obs**
2.6	3	75	7.2	3	89
3.6	3	73	7.3	3	86
3.7	3	84	7.4	3	95
3.7	3	82	7.5	3	92
4.0	3	100	8.4	3	90

The UNIVARIATE Procedure

X1 - Customer Type=3



The UNIVARIATE Procedure



The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

X1 - Customer Type=1

Moments			
N	32	**Sum Weights**	32
Mean	4.35	**Sum Observations**	139.2
Std Deviation	0.93325653	**Variance**	0.87096774
Skewness	0.42695577	**Kurtosis**	0.87999494
Uncorrected SS	632.52	**Corrected SS**	27
Coeff Variation	21.454173	**Std Error Mean**	0.164978

Basic Statistical Measures			
Location		**Variability**	
Mean	4.350000	**Std Deviation**	0.93326
Median	4.300000	**Variance**	0.87097
Mode	4.100000	**Range**	4.30000
		Interquartile Range	1.10000

Note: The mode displayed is the smallest of 2 modes with a count of 3.

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	26.36715	**Pr > |t|**	<.0001
Sign	**M**	16	**Pr >= |M|**	<.0001
Signed Rank	**S**	264	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.97566	**Pr < W**	0.6673
Kolmogorov-Smirnov	**D**	0.092404	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.037722	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.254257	**Pr > A-Sq**	>0.2500

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	6.9
99%	6.9
95%	6.1
90%	5.3
75% Q3	4.9

The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

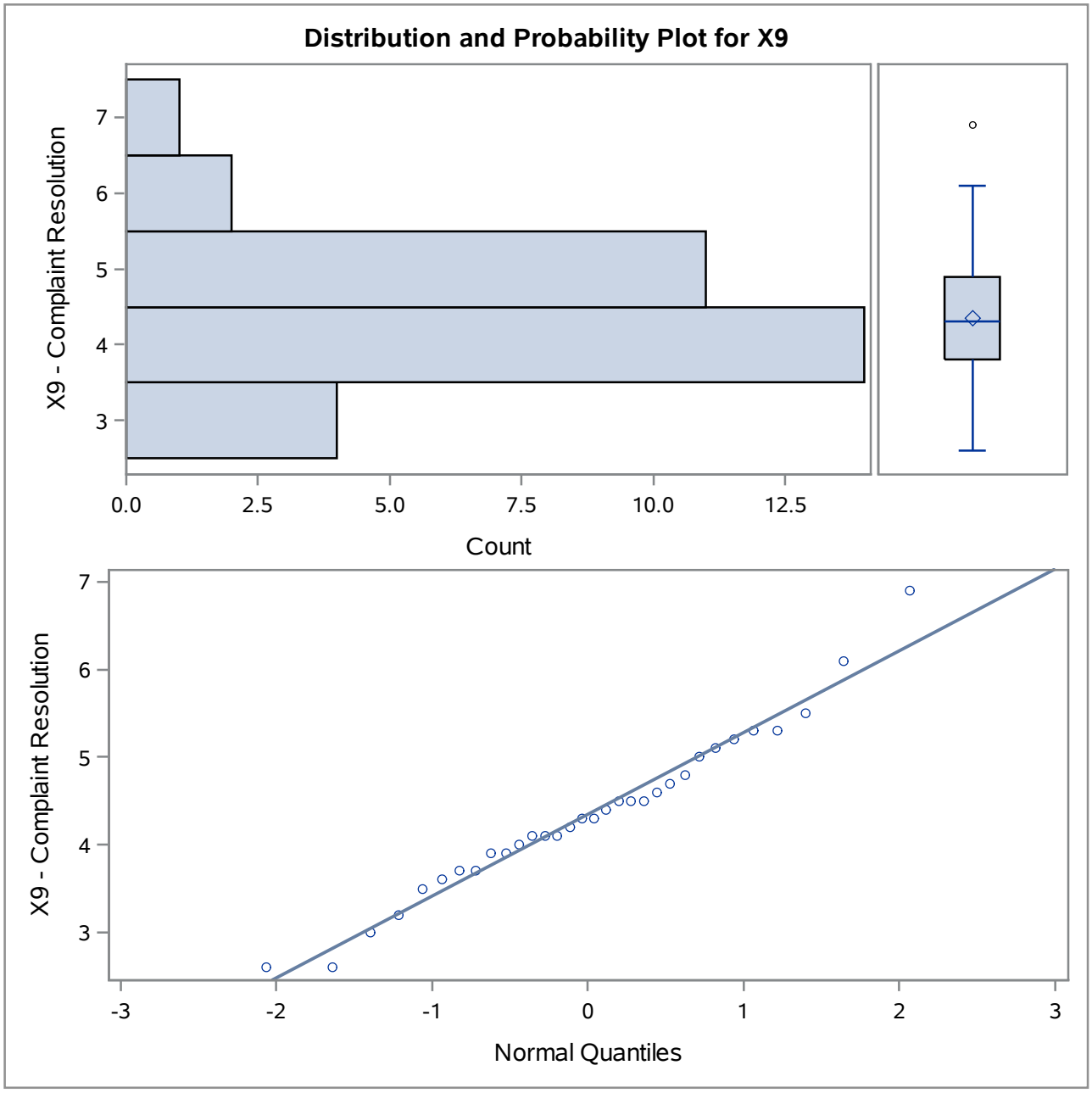
X1 - Customer Type=1

Quantiles (Definition 5)	
Level	**Quantile**
50% Median	4.3
25% Q1	3.8
10%	3.2
5%	2.6
1%	2.6
0% Min	2.6

Extreme Observations					
Lowest			**Highest**		
Value	**X1**	**Obs**	**Value**	**X1**	**Obs**
2.6	1	29	5.3	1	13
2.6	1	3	5.3	1	30
3.0	1	28	5.5	1	9
3.2	1	32	6.1	1	4
3.5	1	22	6.9	1	6

The UNIVARIATE Procedure

X1 - Customer Type=1



The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

X1 - Customer Type=2

Moments			
N	35	**Sum Weights**	35
Mean	5.94285714	**Sum Observations**	208
Std Deviation	0.8875895	**Variance**	0.78781513
Skewness	-0.0837624	**Kurtosis**	-0.4342616
Uncorrected SS	1262.9	**Corrected SS**	26.7857143
Coeff Variation	14.9354003	**Std Error Mean**	0.15003001

Basic Statistical Measures			
Location		**Variability**	
Mean	5.942857	**Std Deviation**	0.88759
Median	5.900000	**Variance**	0.78782
Mode	5.400000	**Range**	3.80000
		Interquartile Range	1.40000

Note: The mode displayed is the smallest of 2 modes with a count of 3.

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	39.61112	**Pr > |t|**	<.0001
Sign	**M**	17.5	**Pr >= |M|**	<.0001
Signed Rank	**S**	315	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.987353	**Pr < W**	0.9516
Kolmogorov-Smirnov	**D**	0.09109	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.032179	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.19195	**Pr > A-Sq**	>0.2500

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	7.7
99%	7.7
95%	7.5
90%	7.0
75% Q3	6.7

The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

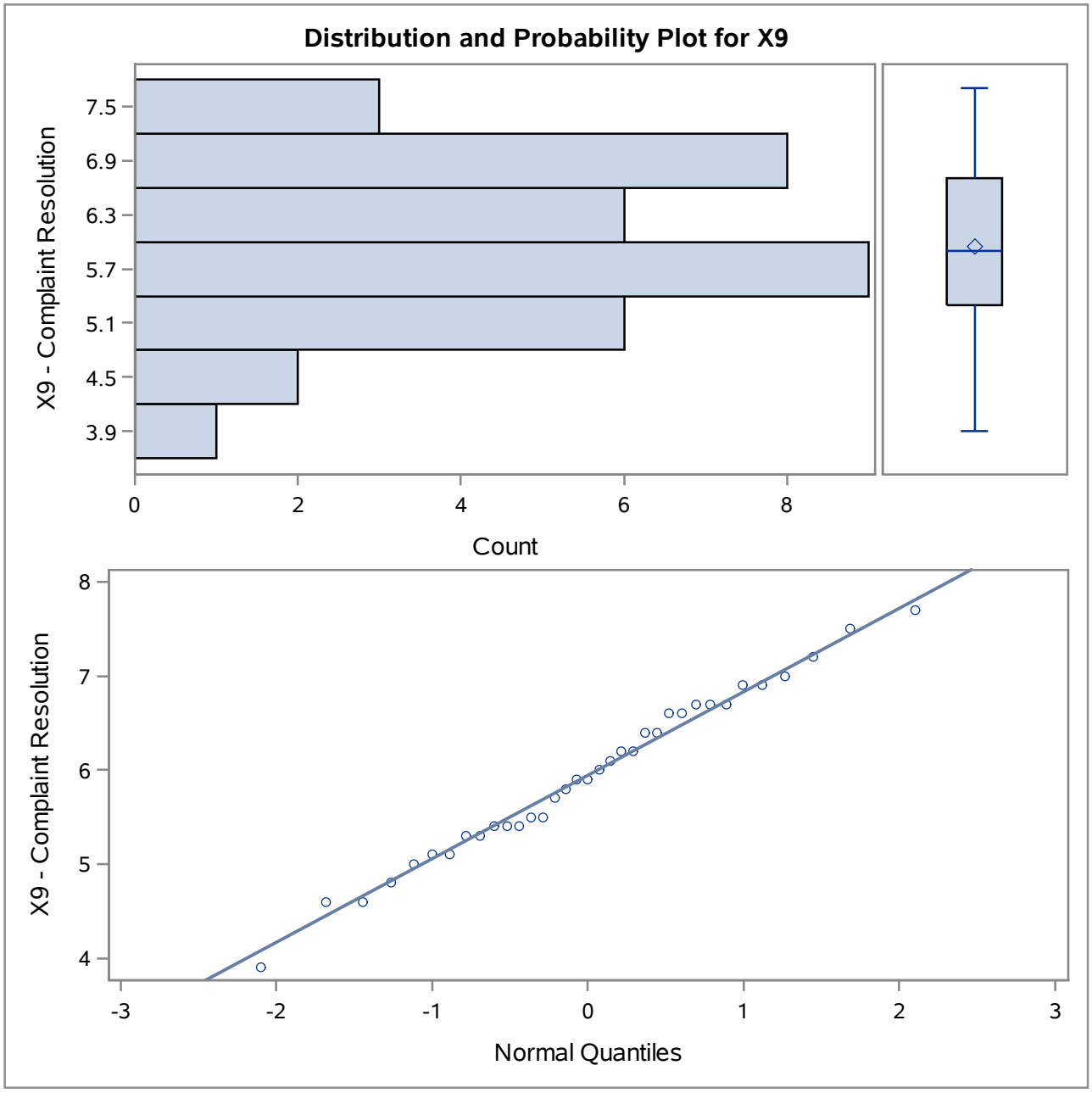
X1 - Customer Type=2

Quantiles (Definition 5)	
Level	**Quantile**
50% Median	5.9
25% Q1	5.3
10%	4.8
5%	4.6
1%	3.9
0% Min	3.9

Extreme Observations					
Lowest			**Highest**		
Value	**X1**	**Obs**	**Value**	**X1**	**Obs**
3.9	2	61	6.9	2	48
4.6	2	44	7.0	2	65
4.6	2	34	7.2	2	39
4.8	2	35	7.5	2	50
5.0	2	53	7.7	2	52

The UNIVARIATE Procedure

X1 - Customer Type=2



The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

X1 - Customer Type=3

Moments			
N	33	**Sum Weights**	33
Mean	5.96969697	**Sum Observations**	197
Std Deviation	1.04057822	**Variance**	1.08280303
Skewness	-0.1678483	**Kurtosis**	-0.5810351
Uncorrected SS	1210.68	**Corrected SS**	34.649697
Coeff Variation	17.4310057	**Std Error Mean**	0.18114142

Basic Statistical Measures			
Location		**Variability**	
Mean	5.969697	**Std Deviation**	1.04058
Median	5.900000	**Variance**	1.08280
Mode	5.800000	**Range**	4.10000
		Interquartile Range	1.50000

Note: The mode displayed is the smallest of 2 modes with a count of 3.

Tests for Location: Mu0=0				
Test	**Statistic**		**p Value**	
Student's t	**t**	32.956	**Pr > |t|**	<.0001
Sign	**M**	16.5	**Pr >= |M|**	<.0001
Signed Rank	**S**	280.5	**Pr >= |S|**	<.0001

Tests for Normality				
Test	**Statistic**		**p Value**	
Shapiro-Wilk	**W**	0.975512	**Pr < W**	0.6453
Kolmogorov-Smirnov	**D**	0.090573	**Pr > D**	>0.1500
Cramer-von Mises	**W-Sq**	0.044124	**Pr > W-Sq**	>0.2500
Anderson-Darling	**A-Sq**	0.285036	**Pr > A-Sq**	>0.2500

Quantiles (Definition 5)	
Level	**Quantile**
100% Max	7.8
99%	7.8
95%	7.6
90%	7.3
75% Q3	6.8

The UNIVARIATE Procedure
Variable: X9 (X9 - Complaint Resolution)

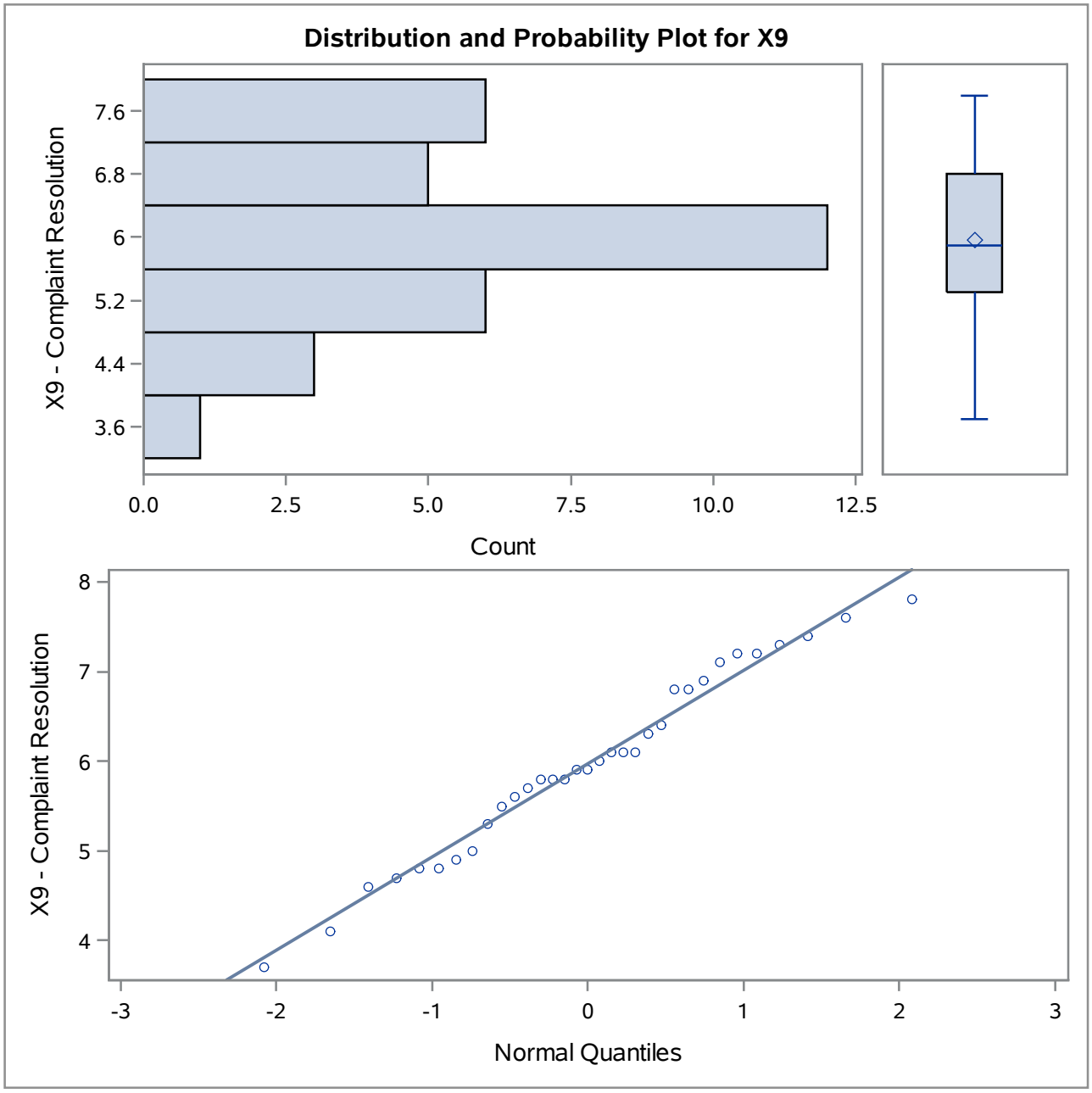
X1 - Customer Type=3

Quantiles (Definition 5)	
Level	**Quantile**
50% Median	5.9
25% Q1	5.3
10%	4.7
5%	4.1
1%	3.7
0% Min	3.7

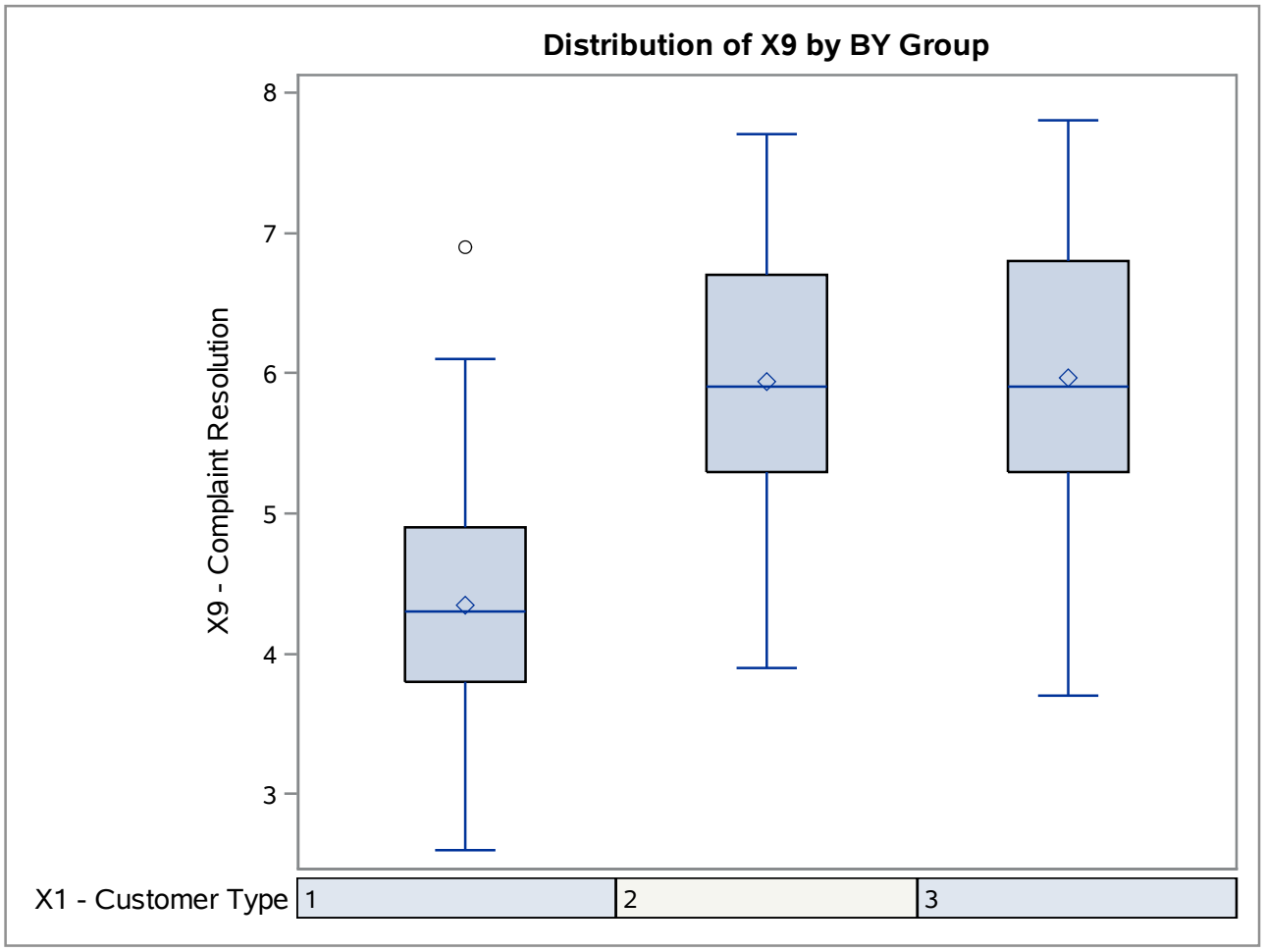
Extreme Observations					
Lowest			**Highest**		
Value	**X1**	**Obs**	**Value**	**X1**	**Obs**
3.7	3	88	7.2	3	75
4.1	3	97	7.3	3	78
4.6	3	100	7.4	3	84
4.7	3	92	7.6	3	94
4.8	3	95	7.8	3	99

The UNIVARIATE Procedure

X1 - Customer Type=3



The UNIVARIATE Procedure



The GLM Procedure

Class Level Information		
Class	Levels	Values
X1	3	1 2 3

Number of Observations Read	100
Number of Observations Used	100

The GLM Procedure

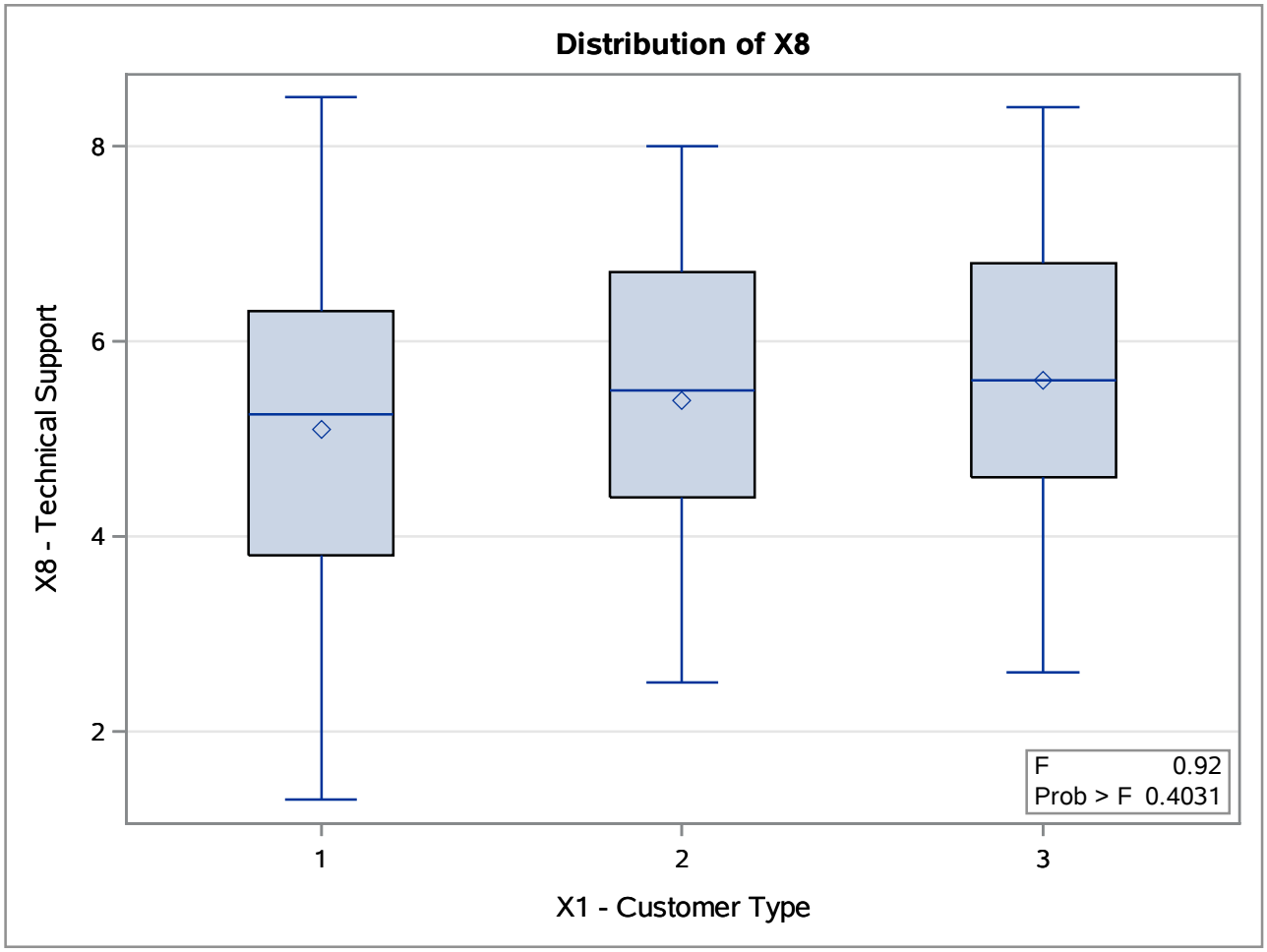
Dependent Variable: X8 X8 - Technical Support

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	2	4.3031870	2.1515935	0.92	0.4031
Error	97	227.5843130	2.3462300		
Corrected Total	99	231.8875000			

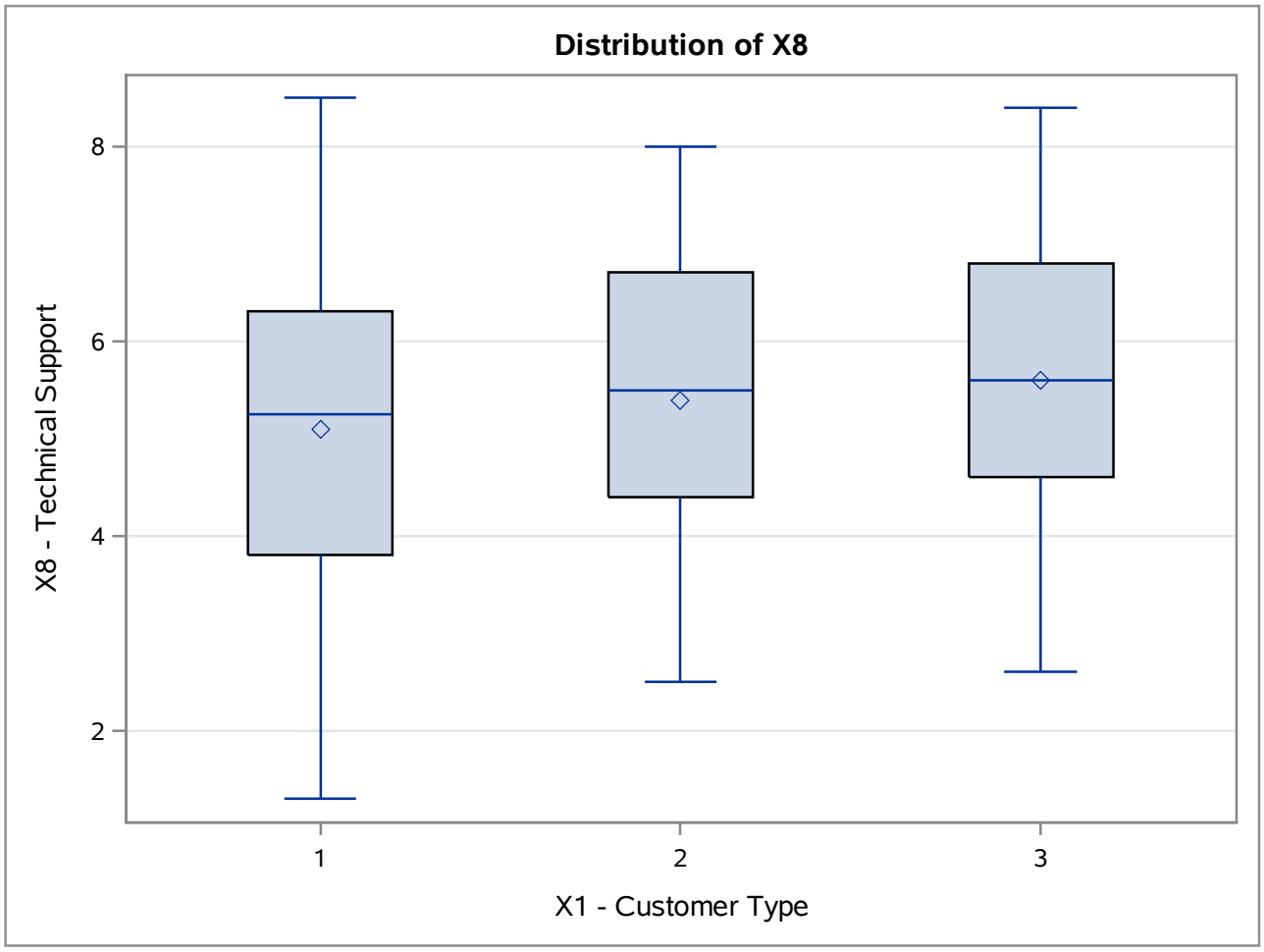
R-Square	Coeff Var	Root MSE	X8 Mean
0.018557	28.55062	1.531741	5.365000

Source	DF	Type I SS	Mean Square	F Value	Pr > F
X1	2	4.30318696	2.15159348	0.92	0.4031

Source	DF	Type III SS	Mean Square	F Value	Pr > F
X1	2	4.30318696	2.15159348	0.92	0.4031



The GLM Procedure



Level of X1	N	X8	
		Mean	Std Dev
1	32	5.09062500	1.67473818
2	35	5.39142857	1.50555275
3	33	5.60303030	1.40945132

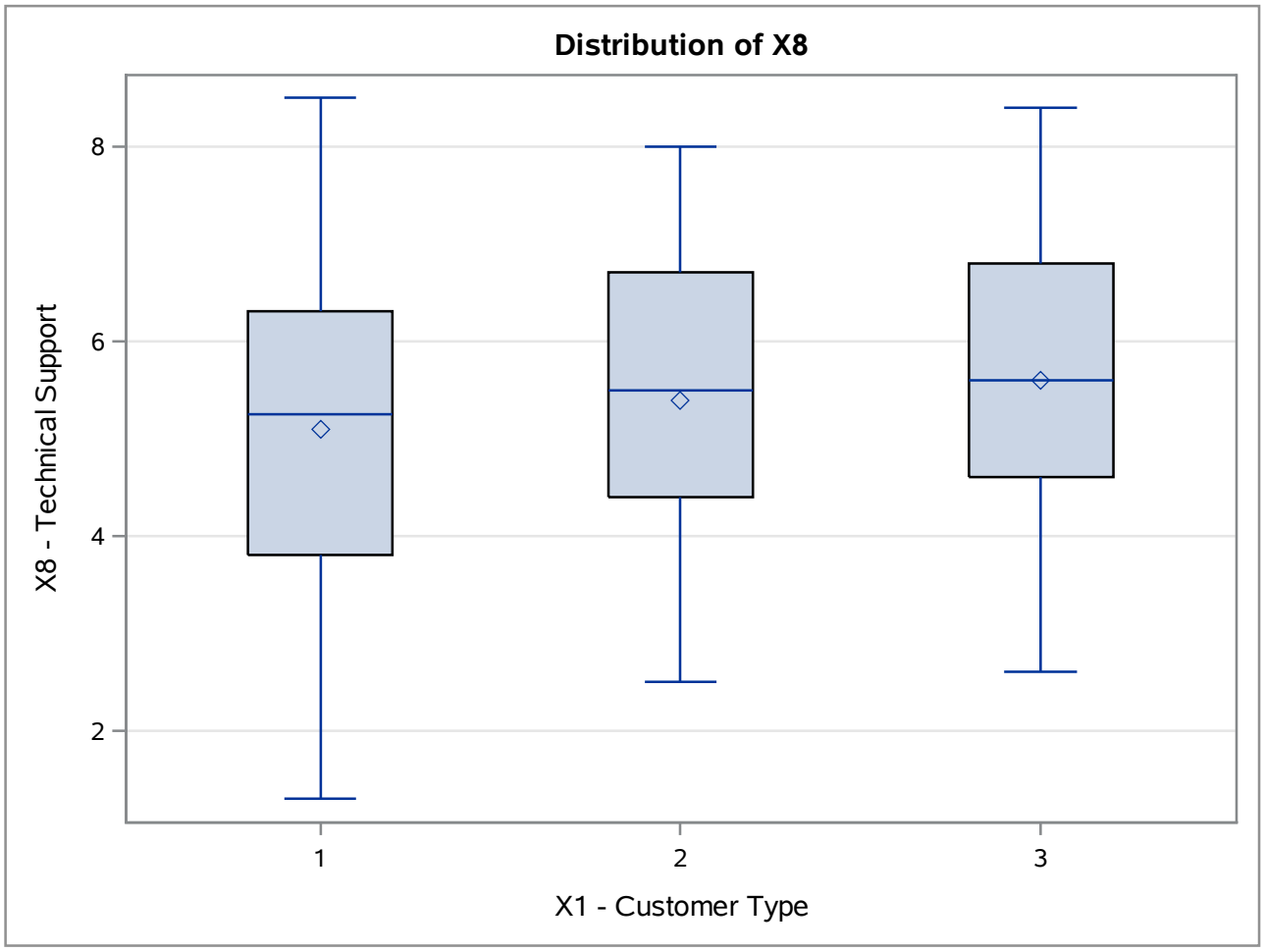
The GLM Procedure

Levene's Test for Homogeneity of X8 Variance ANOVA of Squared Deviations from Group Means					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
X1	2	10.4526	5.2263	0.73	0.4831
Error	97	691.5	7.1292		

Brown and Forsythe's Test for Homogeneity of X8 Variance ANOVA of Absolute Deviations from Group Medians					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
X1	2	0.5038	0.2519	0.33	0.7165
Error	97	73.0546	0.7531		

Bartlett's Test for Homogeneity of X8 Variance			
Source	DF	Chi-Square	Pr > ChiSq
X1	2	0.9510	0.6216

The GLM Procedure



Level of X1	N	X8	
		Mean	Std Dev
1	32	5.09062500	1.67473818
2	35	5.39142857	1.50555275
3	33	5.60303030	1.40945132

The GLM Procedure

Class Level Information		
Class	Levels	Values
X1	3	1 2 3

Number of Observations Read	100
Number of Observations Used	100

The GLM Procedure

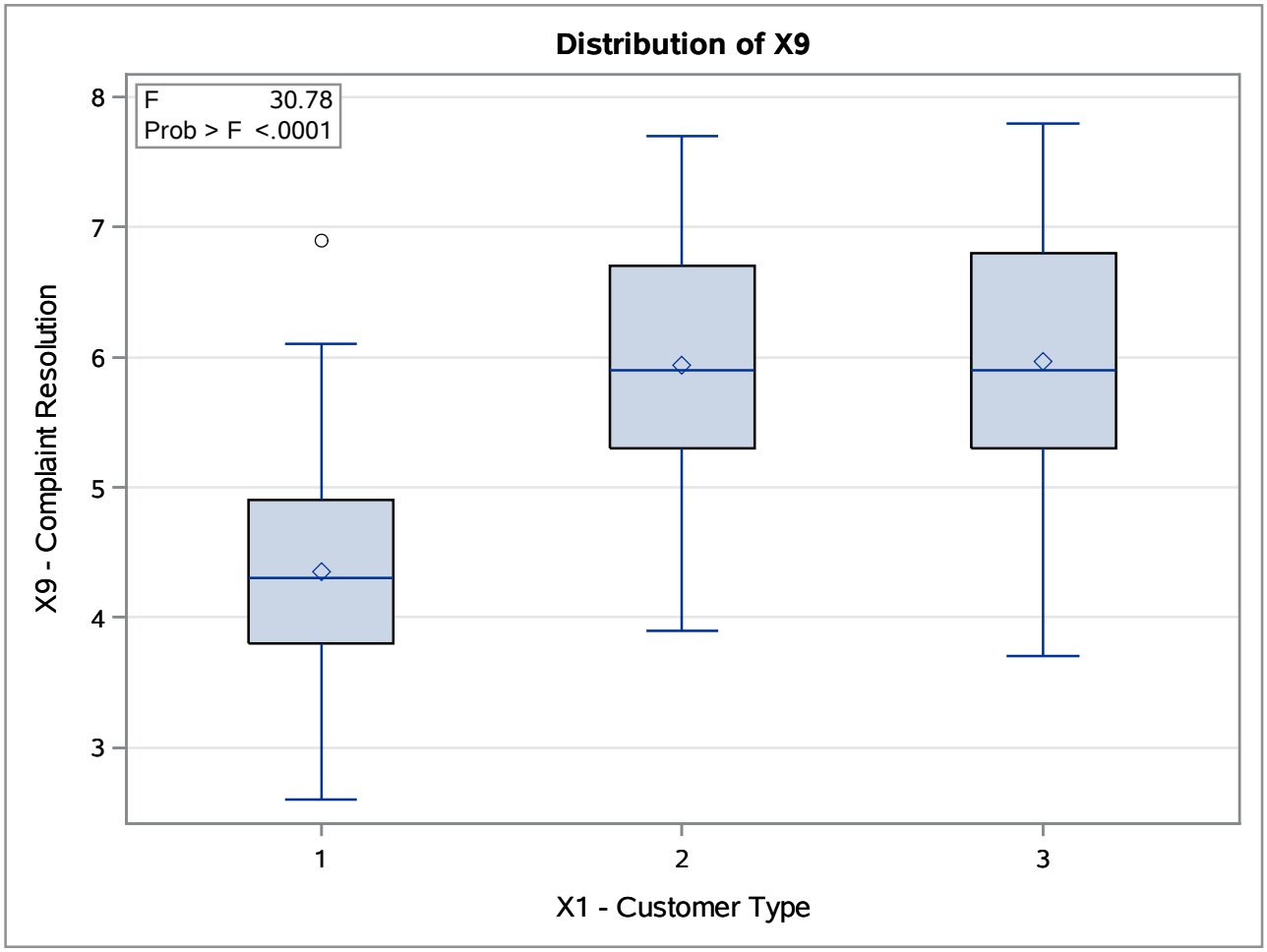
Dependent Variable: X9 X9 - Complaint Resolution

Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
Model	2	56.1281887	28.0640944	30.78	<.0001
Error	97	88.4354113	0.9117053		
Corrected Total	99	144.5636000			

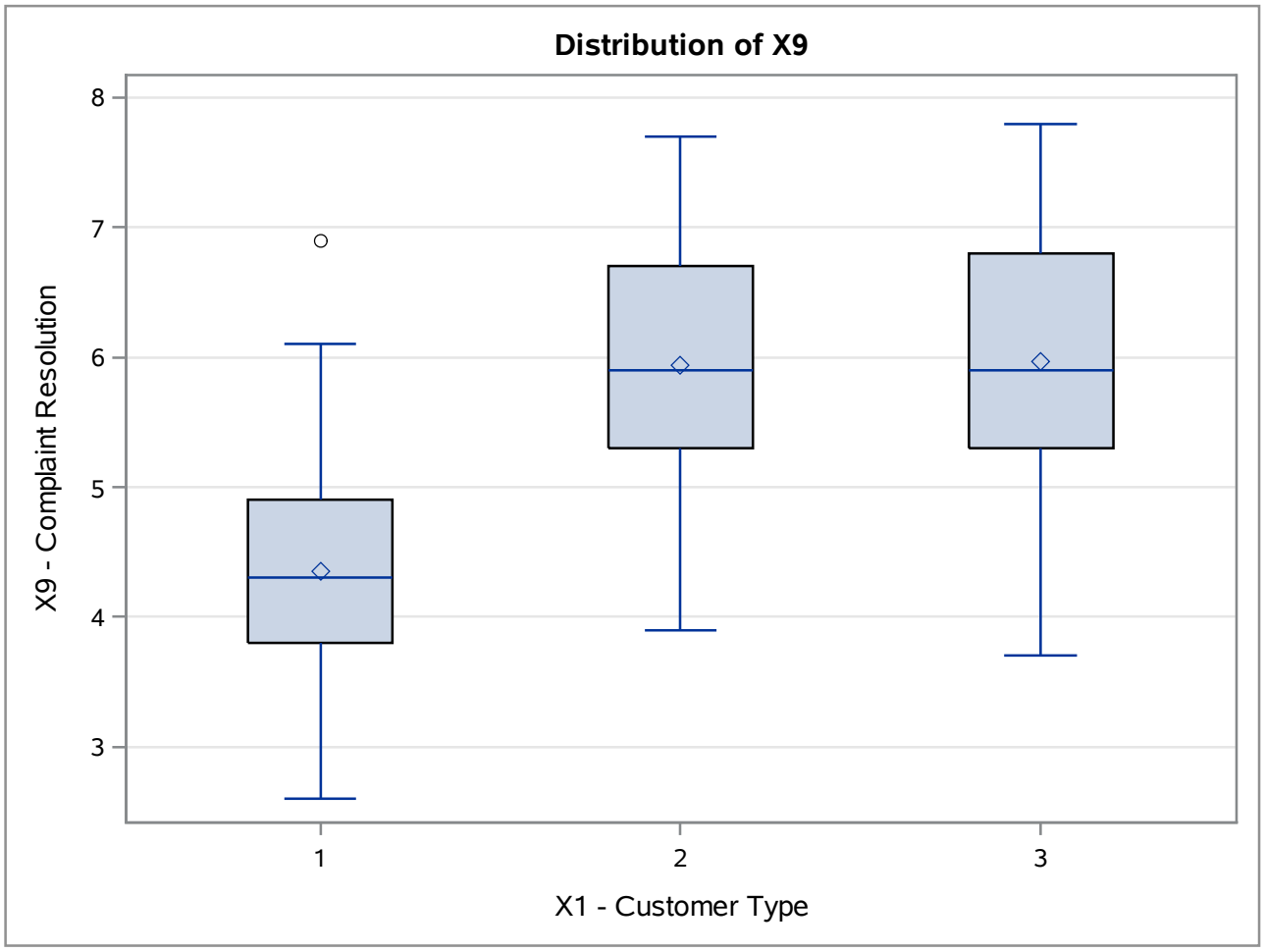
R-Square	Coeff Var	Root MSE	X9 Mean
0.388259	17.54562	0.954833	5.442000

Source	DF	Type I SS	Mean Square	F Value	Pr > F
X1	2	56.12818874	28.06409437	30.78	<.0001

Source	DF	Type III SS	Mean Square	F Value	Pr > F
X1	2	56.12818874	28.06409437	30.78	<.0001



The GLM Procedure



Level of X1	N	X9	
		Mean	Std Dev
1	32	4.35000000	0.93325653
2	35	5.94285714	0.88758950
3	33	5.96969697	1.04057822

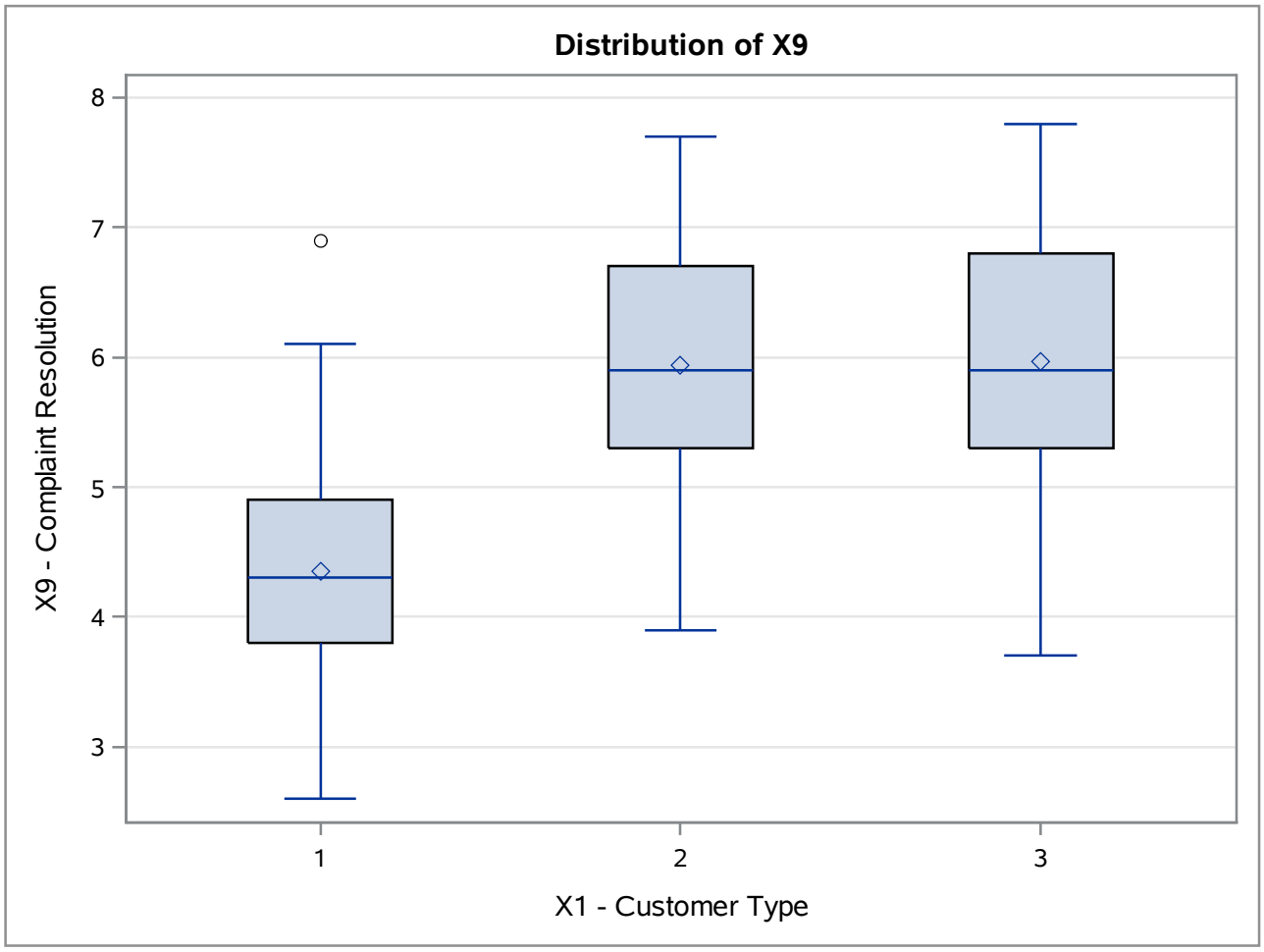
The GLM Procedure

Levene's Test for Homogeneity of X9 Variance ANOVA of Squared Deviations from Group Means					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
X1	2	1.4542	0.7271	0.52	0.5985
Error	97	136.6	1.4087		

Brown and Forsythe's Test for Homogeneity of X9 Variance ANOVA of Absolute Deviations from Group Medians					
Source	DF	Sum of Squares	Mean Square	F Value	Pr > F
X1	2	0.2843	0.1421	0.42	0.6555
Error	97	32.5053	0.3351		

Bartlett's Test for Homogeneity of X9 Variance			
Source	DF	Chi-Square	Pr > ChiSq
X1	2	0.8672	0.6482

The GLM Procedure



Level of X1	N	X9	
		Mean	Std Dev
1	32	4.35000000	0.93325653
2	35	5.94285714	0.88758950
3	33	5.96969697	1.04057822