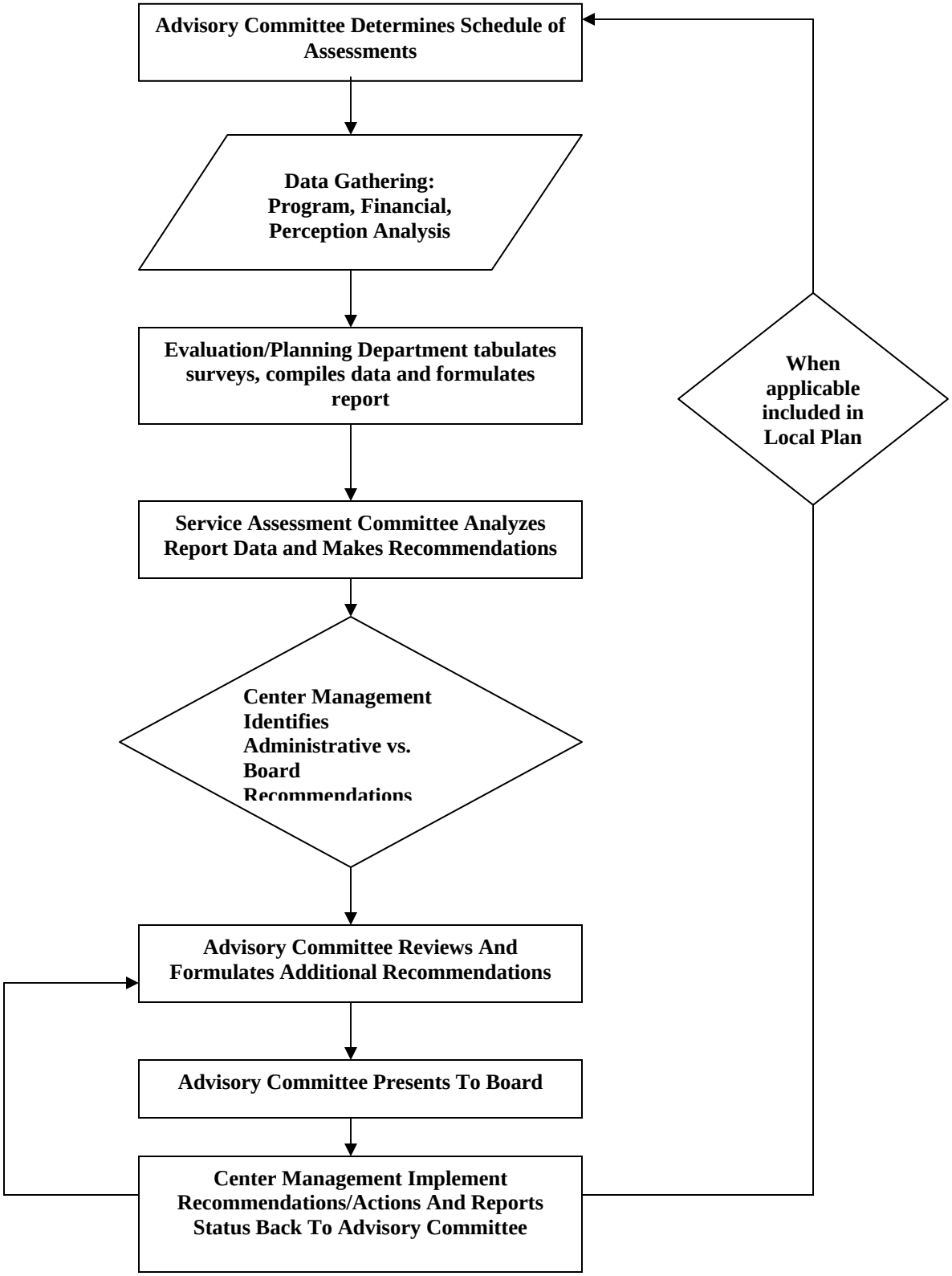
Appendix N

Service Assessment Process

Revised 3-3-05

Service Assessment Process 2005