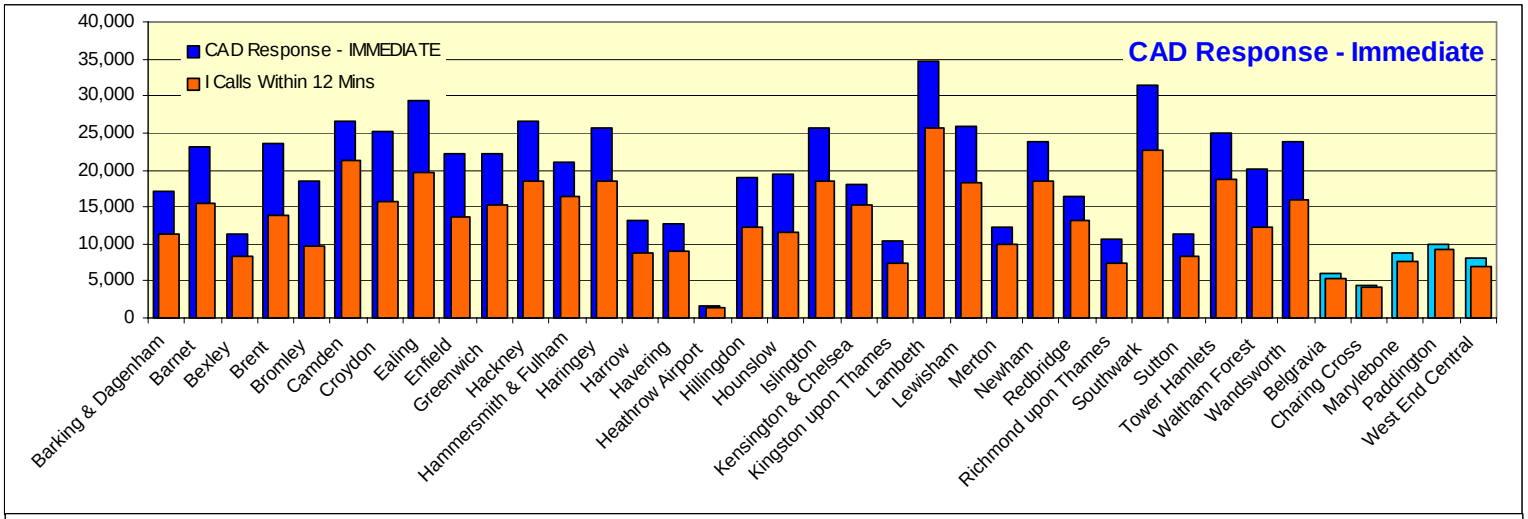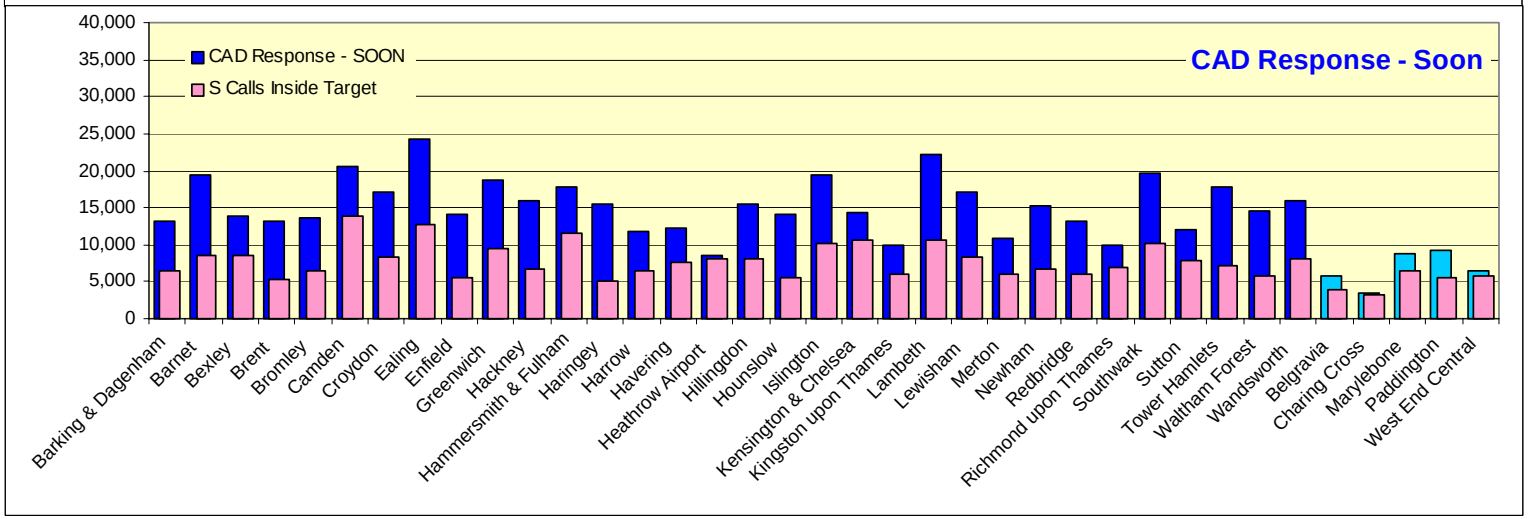Appendix 1: Immediate 'I' and Soon 'S' calls by BOCU and responses within Service levels – year ending March 2005