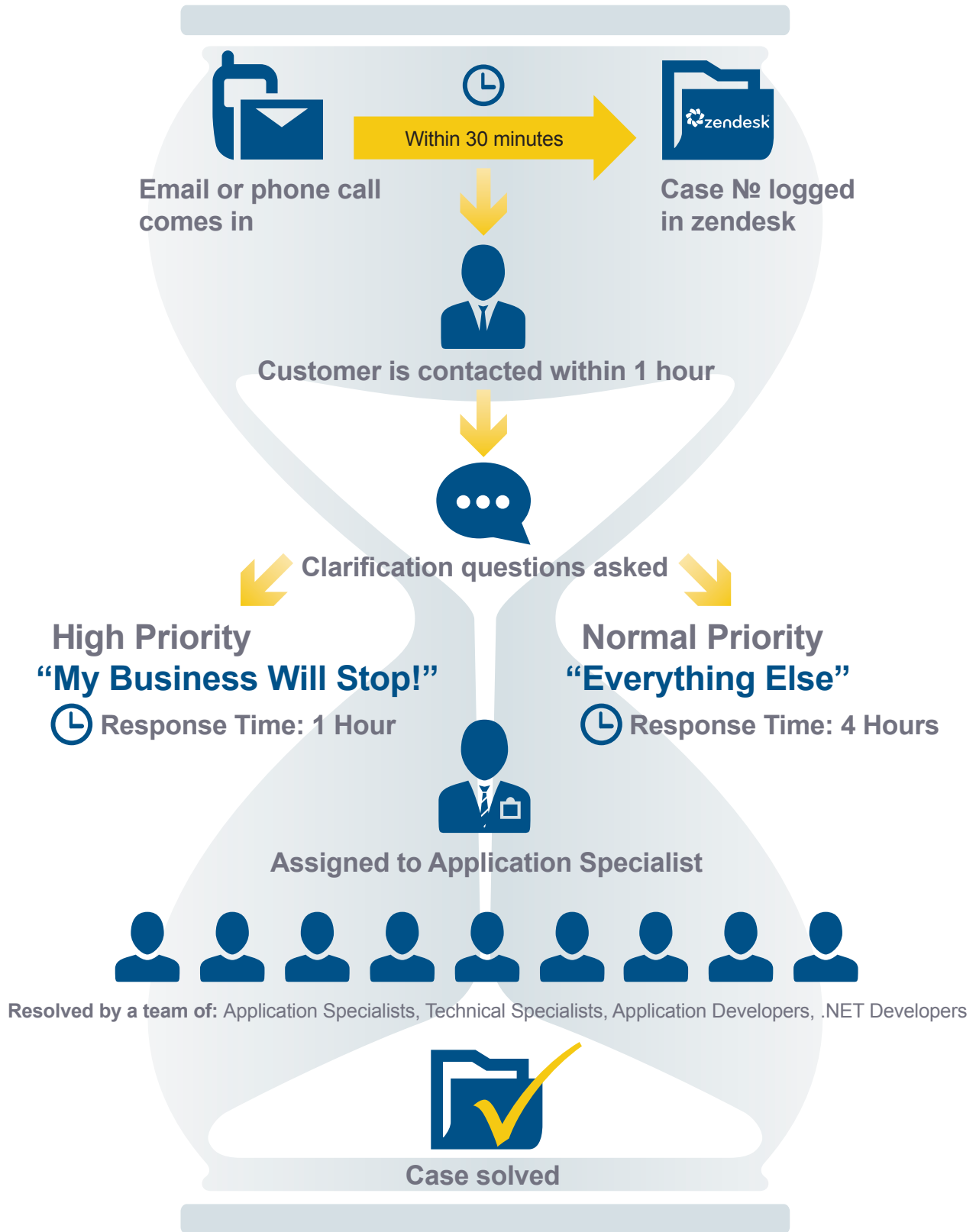


equipsoft Customer Care



Last year's average resolution time for HIGH PRIORITY cases was 1 hour