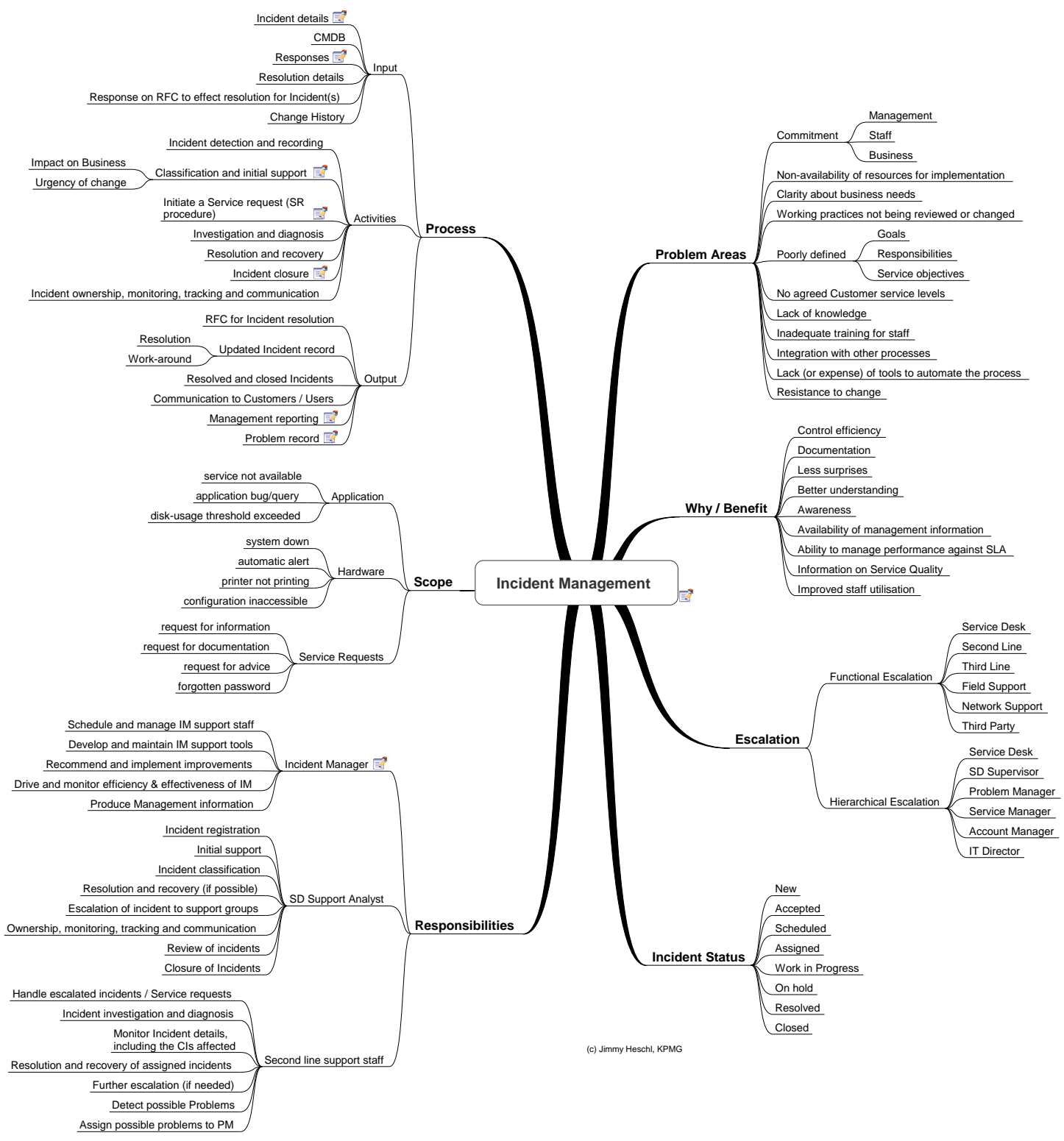


To restore normal service operation as quickly as possible and minimise the adverse impact on business operations, thus ensuring the best possible levels of service quality.



(c) Jimmy Heschl, KPMG