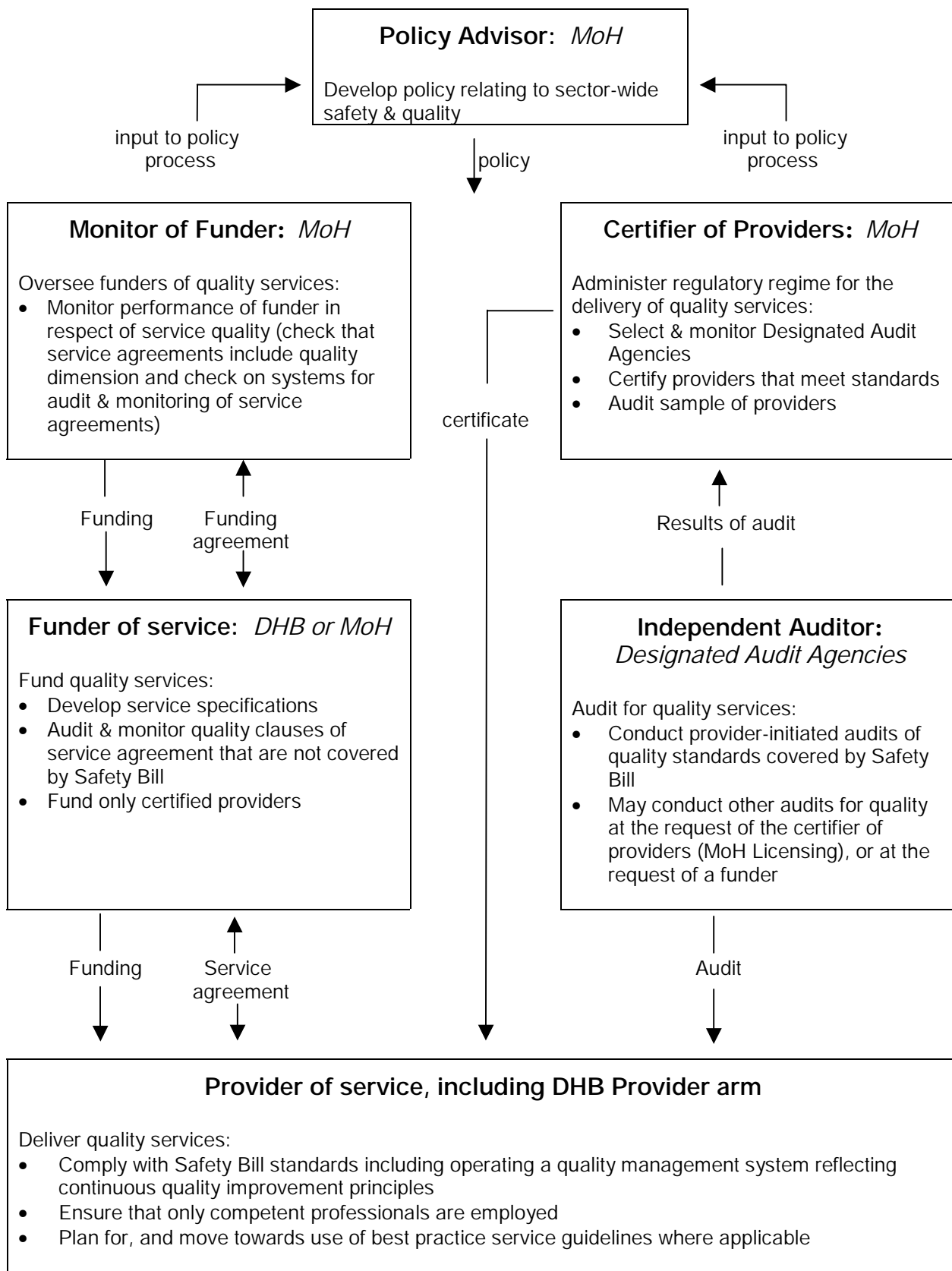


Annex Long Term Responsibilities for Service Quality¹



(1) The diagram reflects the position once the Safety Bill has been fully implemented (1/1/02 for new providers and 1/1/04 for existing providers)