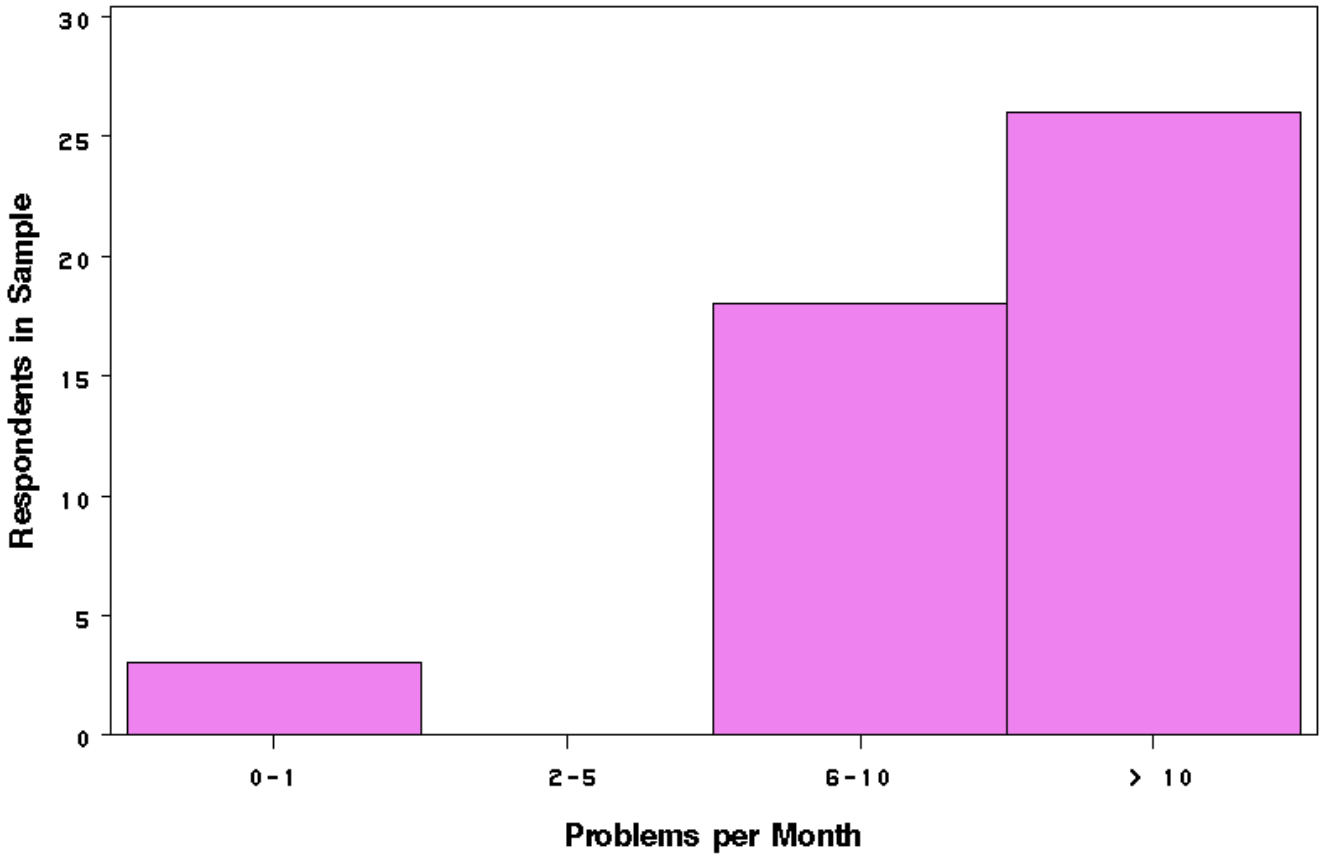


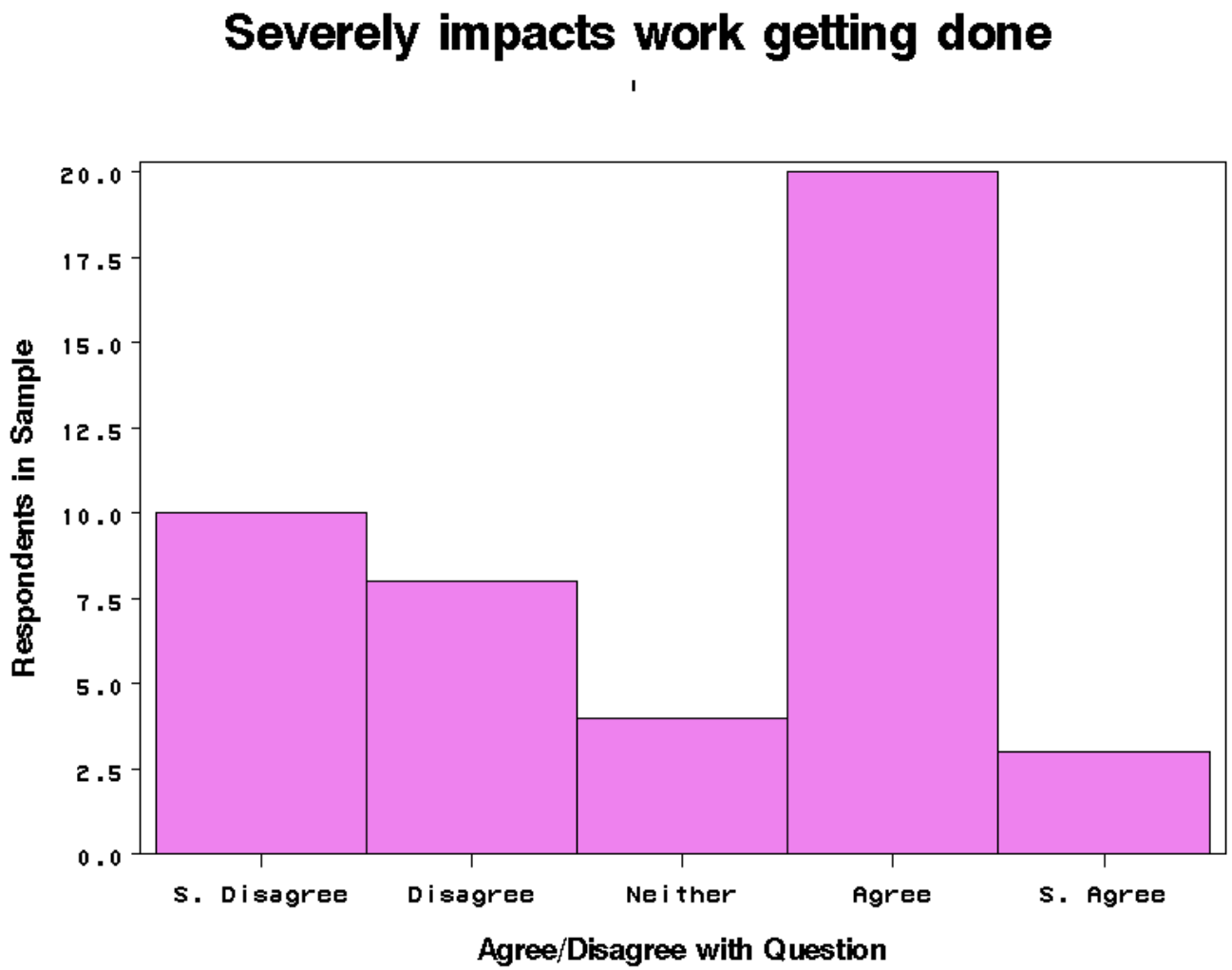
Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
1	3	4	3.426	4	4

0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
1	3	3	3	3	4	4	4	4	4	4

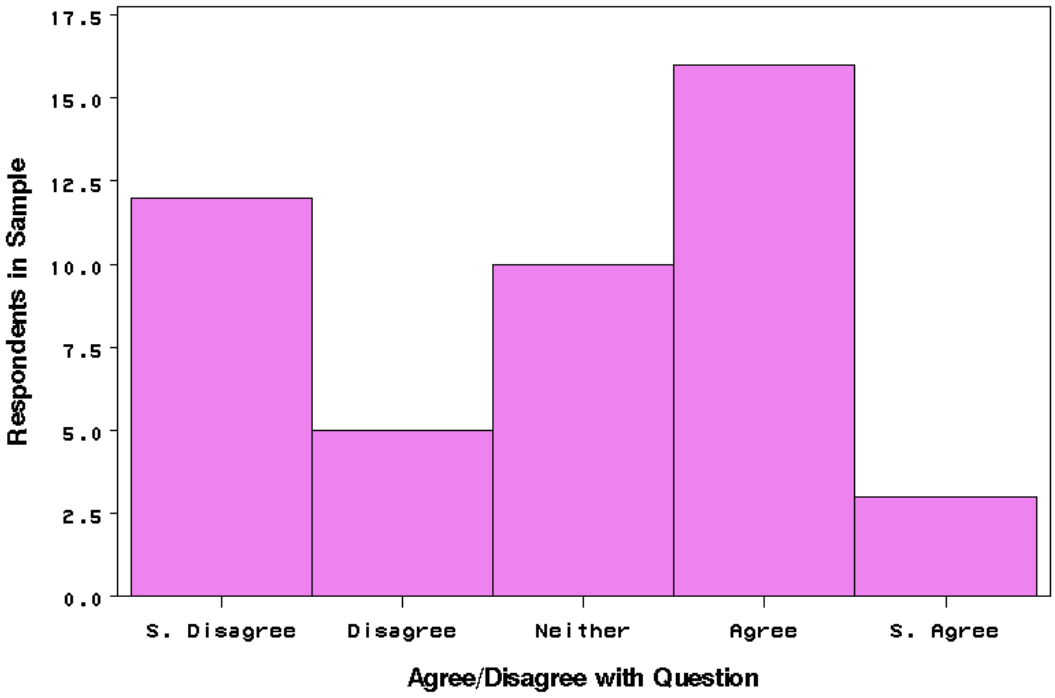
The frequency of communication problems is clearly separated into two groups, a relatively small percentage that experienced rare problems, to the 90% who commonly experienced communications problems, with 6 or more per month, or at least one per week.

Impacts and Impressions	Min.	1st Qu.	Median	Mean	3rd Qu.	Max.
A20: Severely impact work getting done	0	1.5	3	2.83	4	5
A21: Negatively impact business relationship	0	1	3	2.787	4	5
A22: All Emails completely understood by Receiver	1	2	4	3.383	4	5
A23: Sender always understands emails from Receiver	1	2	4	3.319	4	5
A24: I am fluent in English	3	5	5	4.83	5	5
A25: Sender never has a problem understanding emails received	0	2	3	2.872	4	5
A26: I Like to communicate via email	2	4	4	4.34	5	5

NOTE: For A20-A26, the scale is [1 Strongly Disagree - Strongly Agree 5]

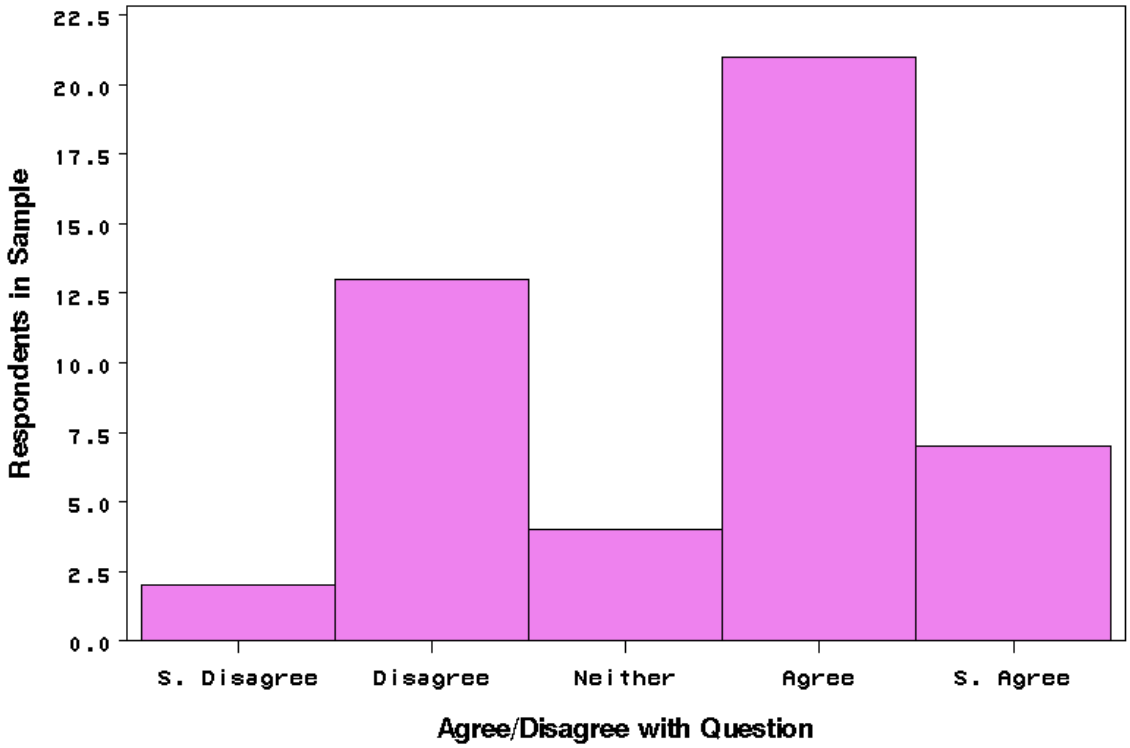


Negatively impacts business relationship



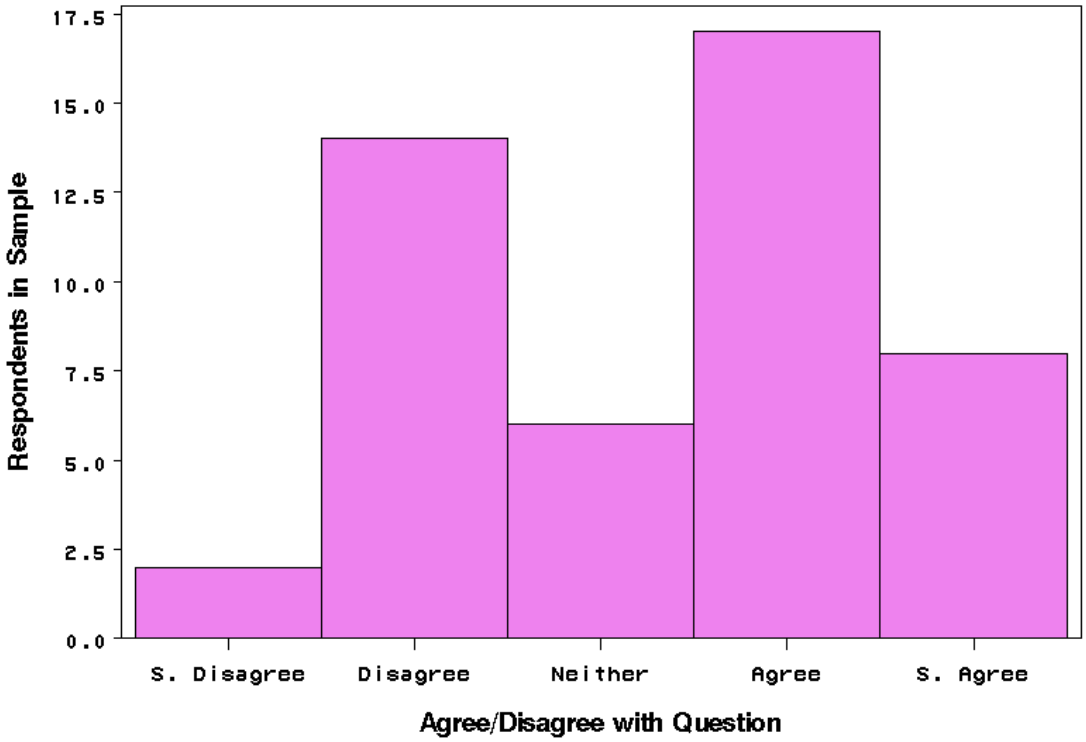
All Emails completely understood

by Receiver

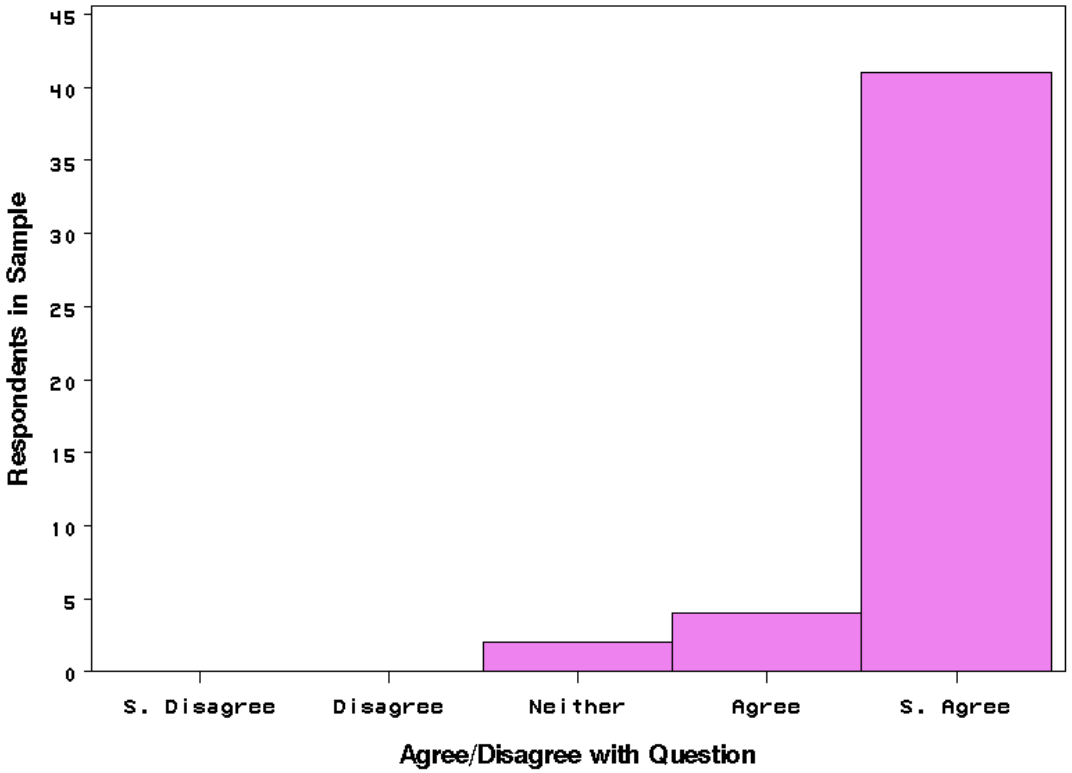


Sender always understands emails

from Receiver

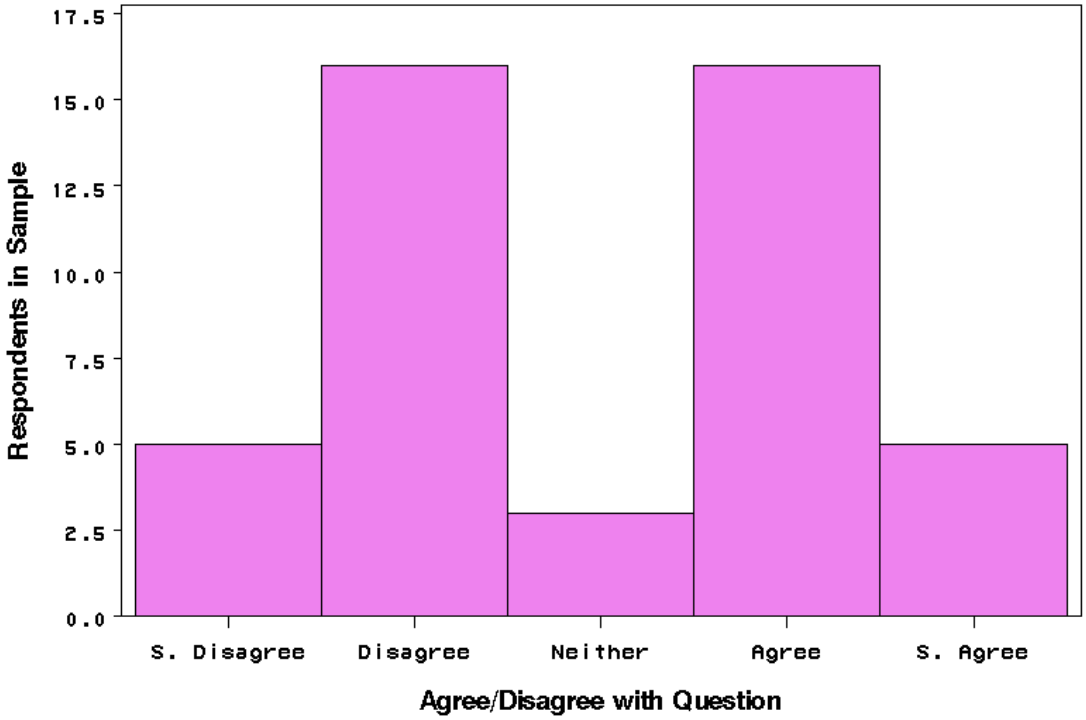
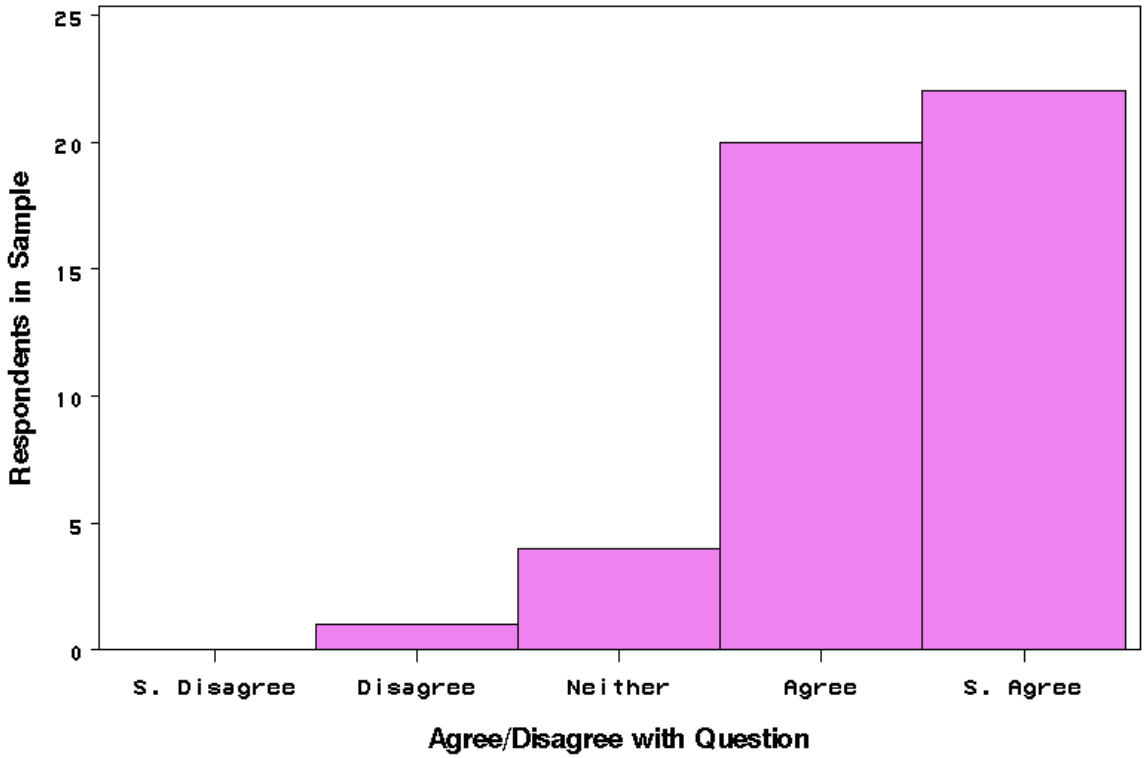


I am fluent in English



Sender never has a problem

understanding emails received



I Like to communicate via email