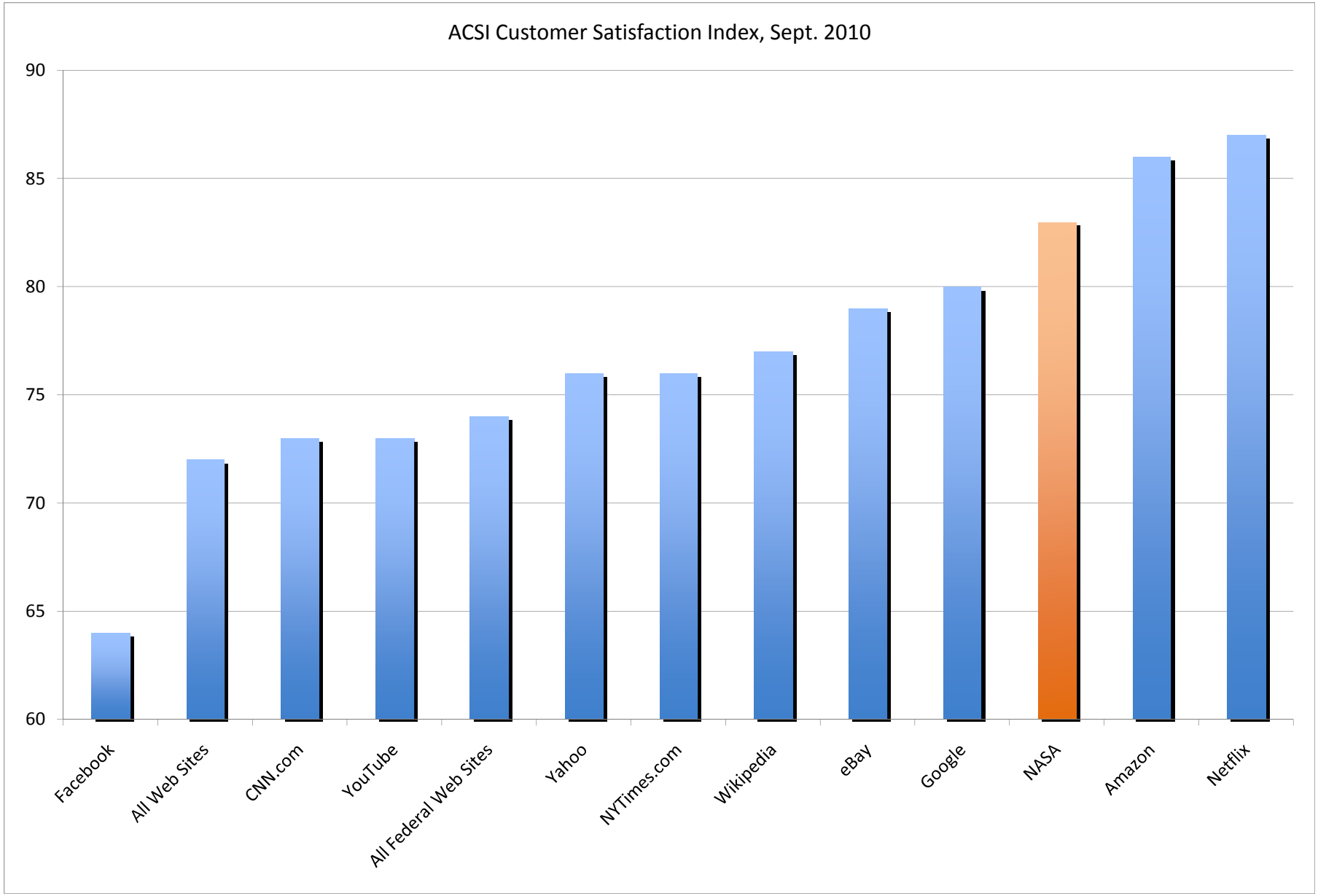
ACSI Customer Satisfaction Index, Sept. 2010
90
85
80
75
70
65
60
Facebook
All Web Sites
CNN.com
YouTube
All Federal Web Sites
Yahoo
NYTimes.com
Wikipedia
eBay
Google
NASA
Amazon
Netflix