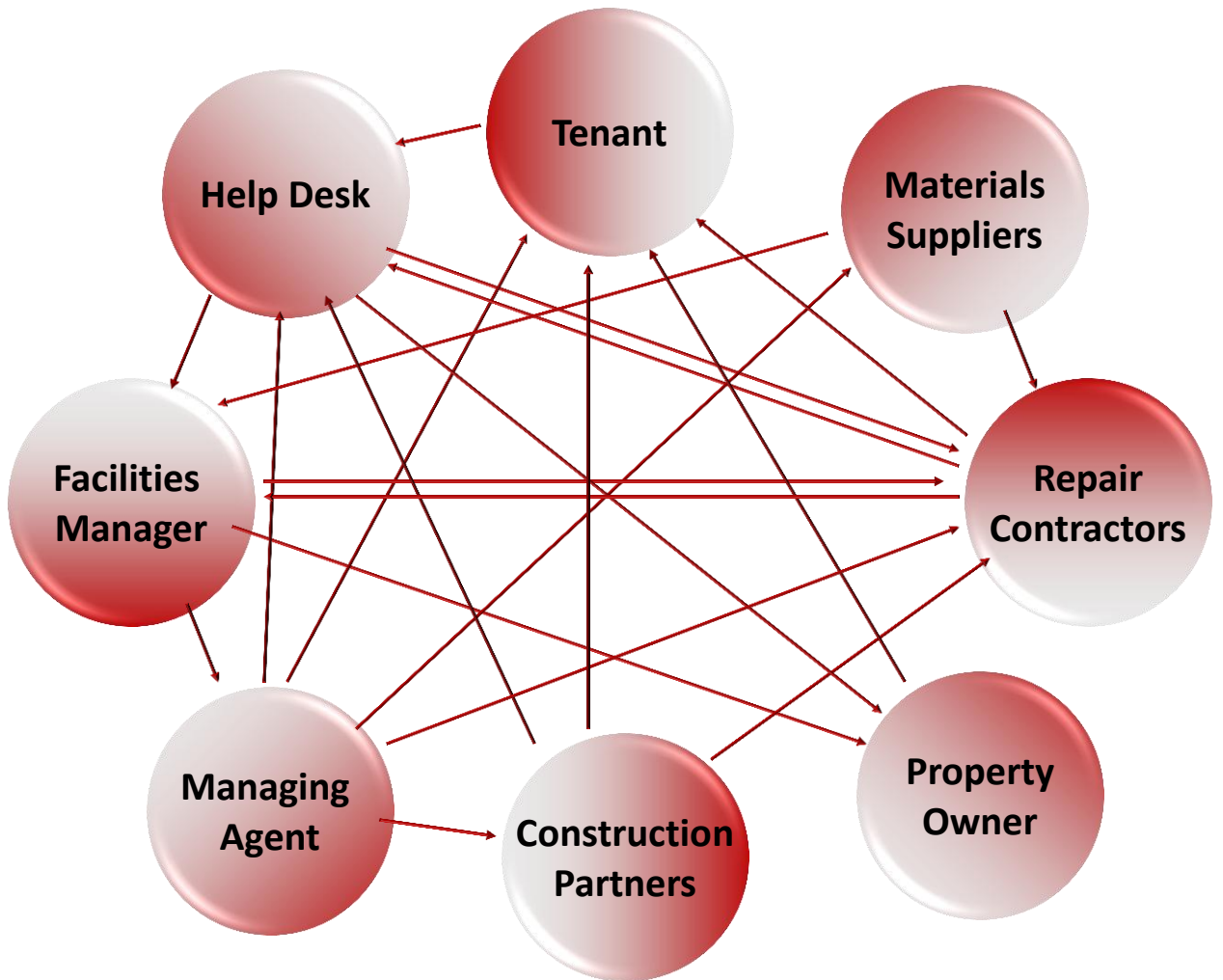




Traditional Communications Process



Controlling the Process

