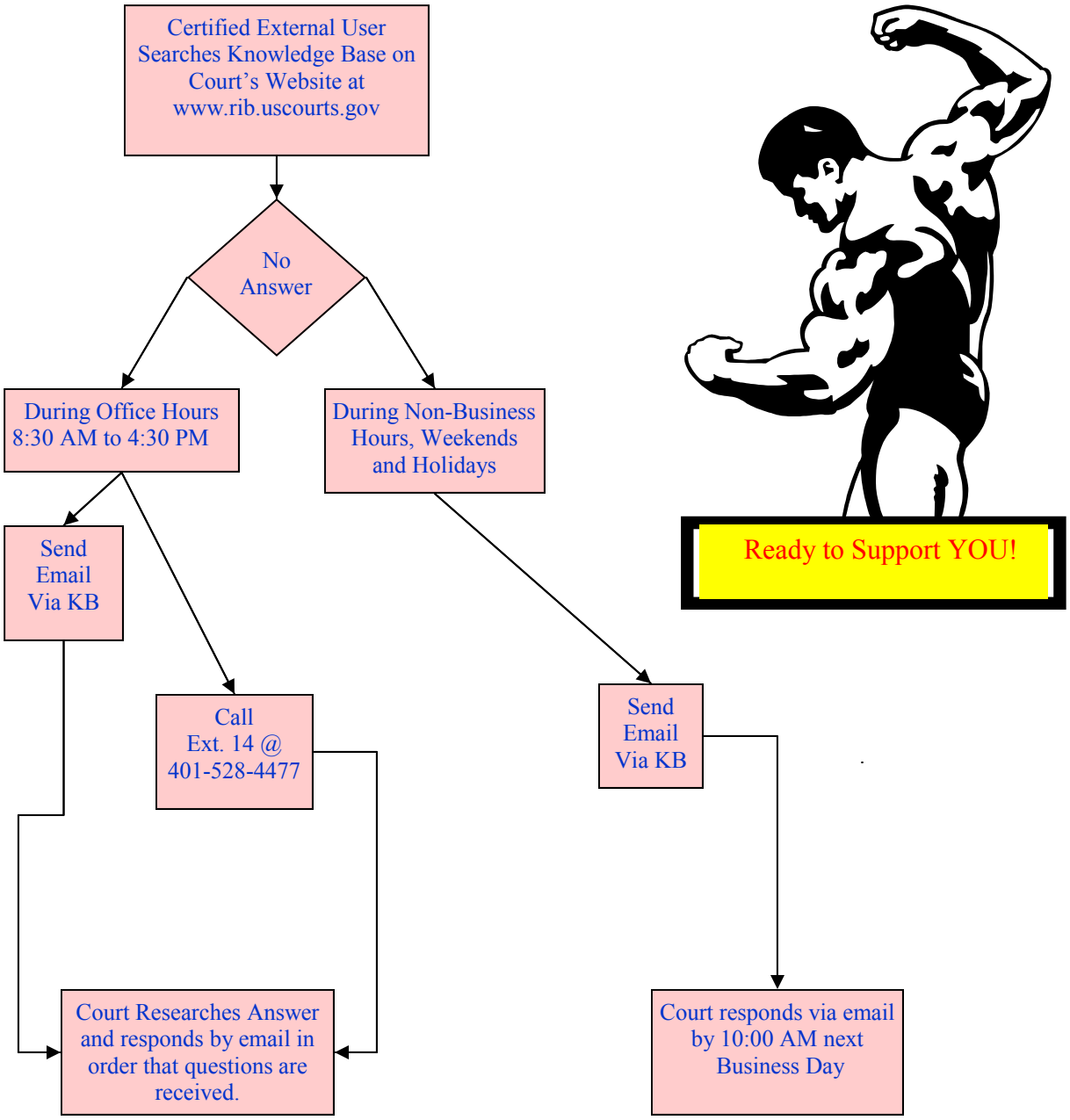

External Support Flow Chart
September, 2003