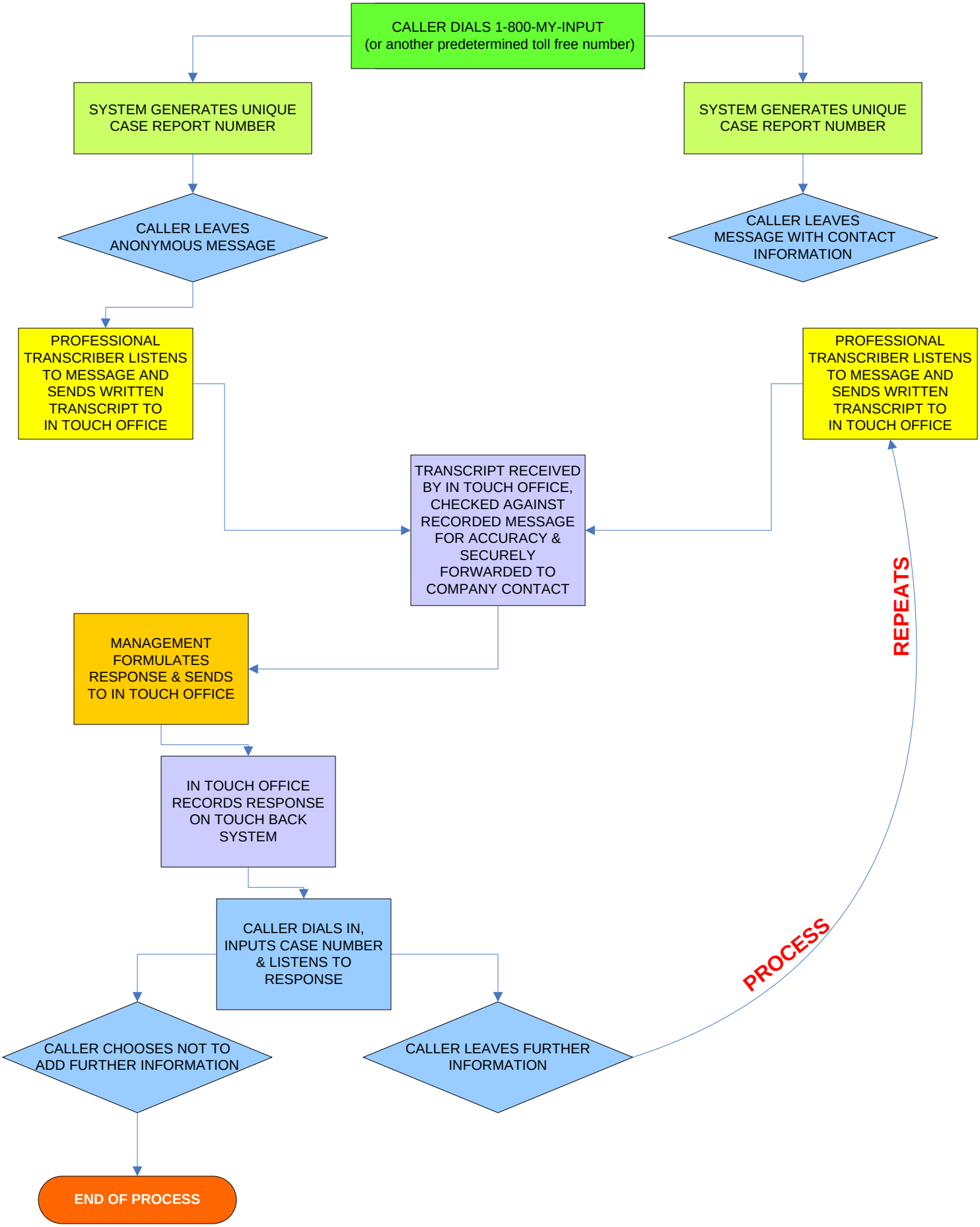

THE TOUCHBACK CALL PROCESS (MESSAGE/RESPONSE SYSTEM)