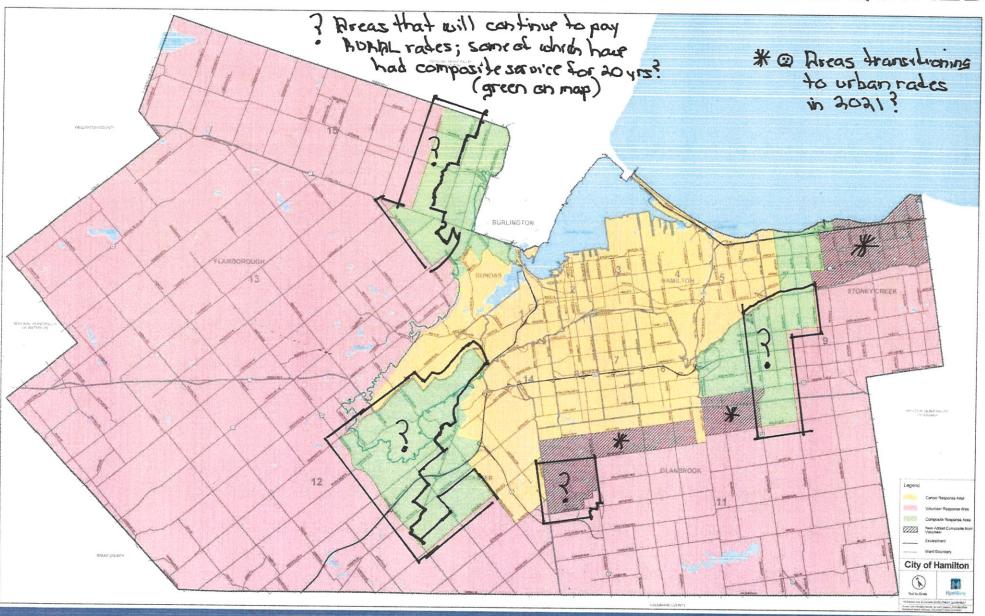
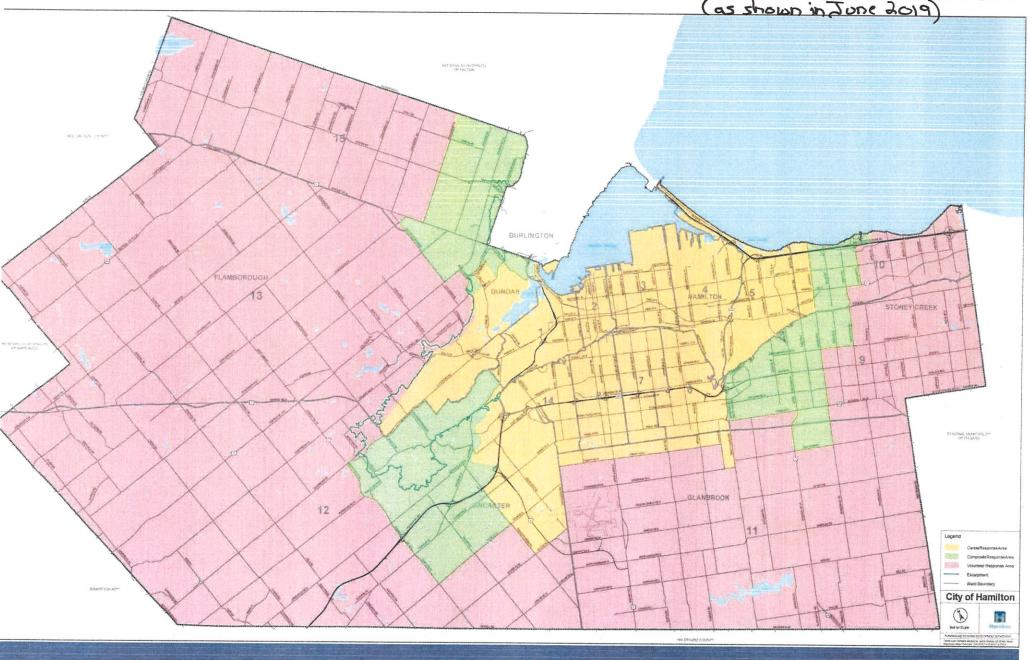
## CHANGES IN SERVICE DELIVERY REQUIRED

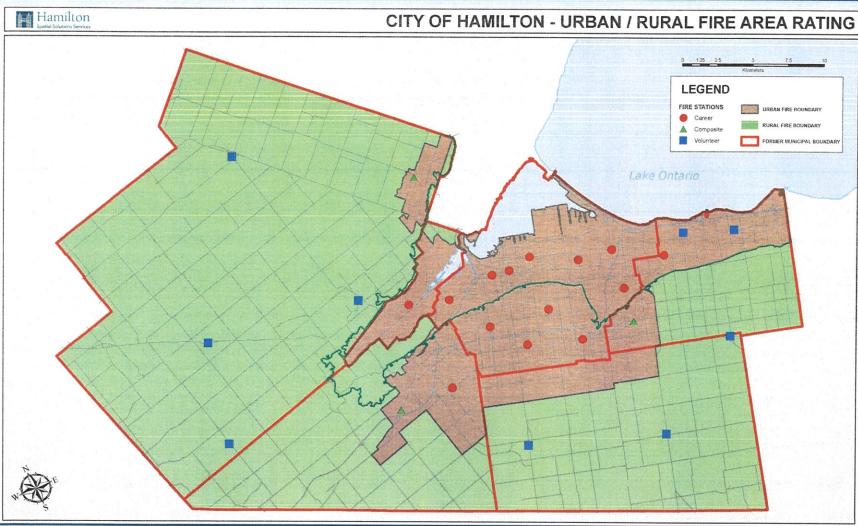




## THREE LEVELS OF RESPONSE







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