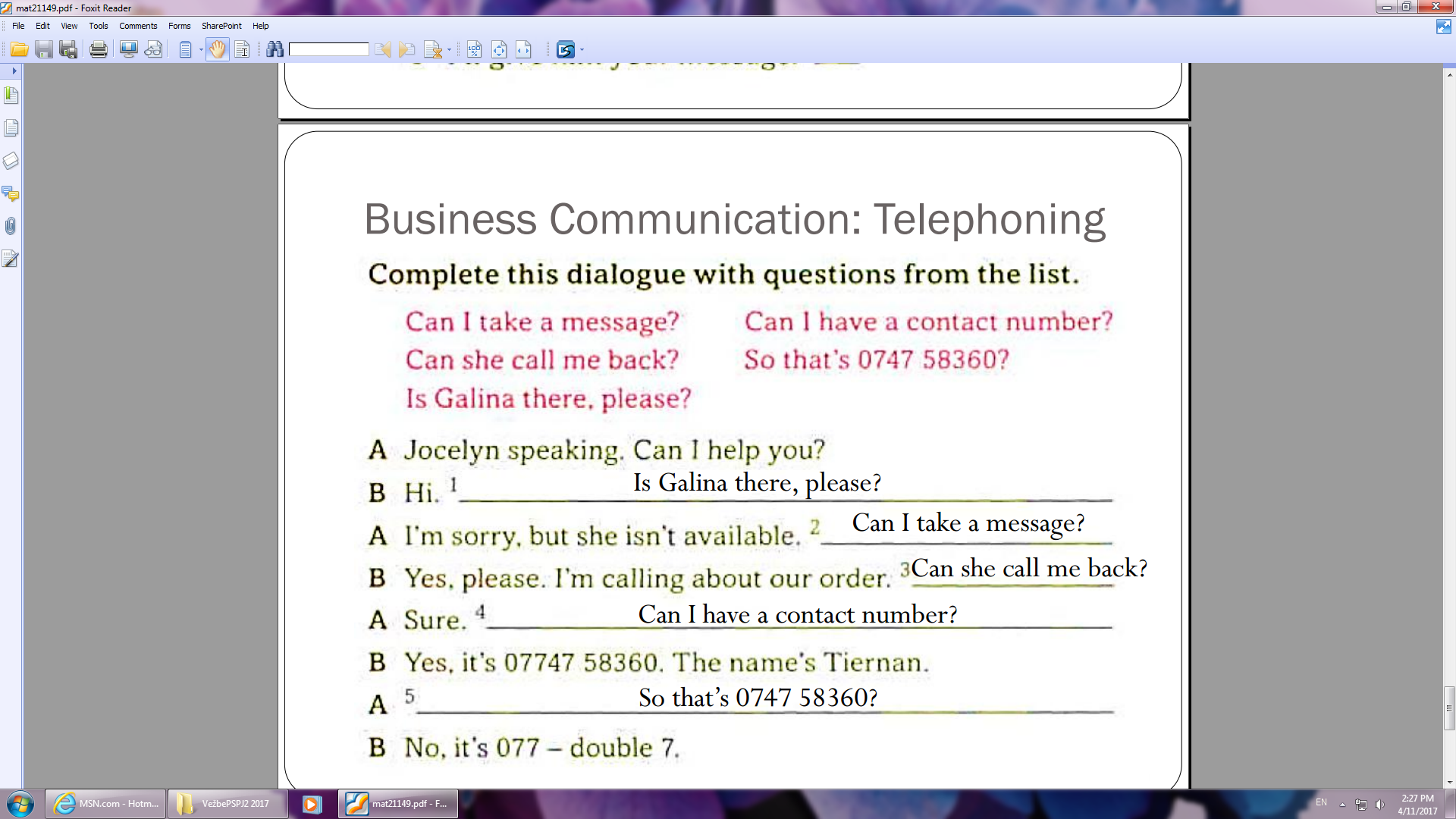
**Business communication: Telephoning**