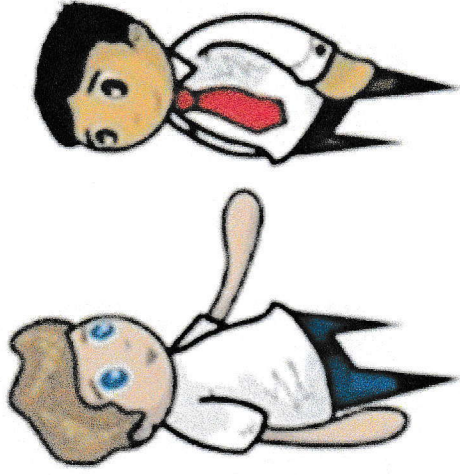


On the telephone



face -- to -- face