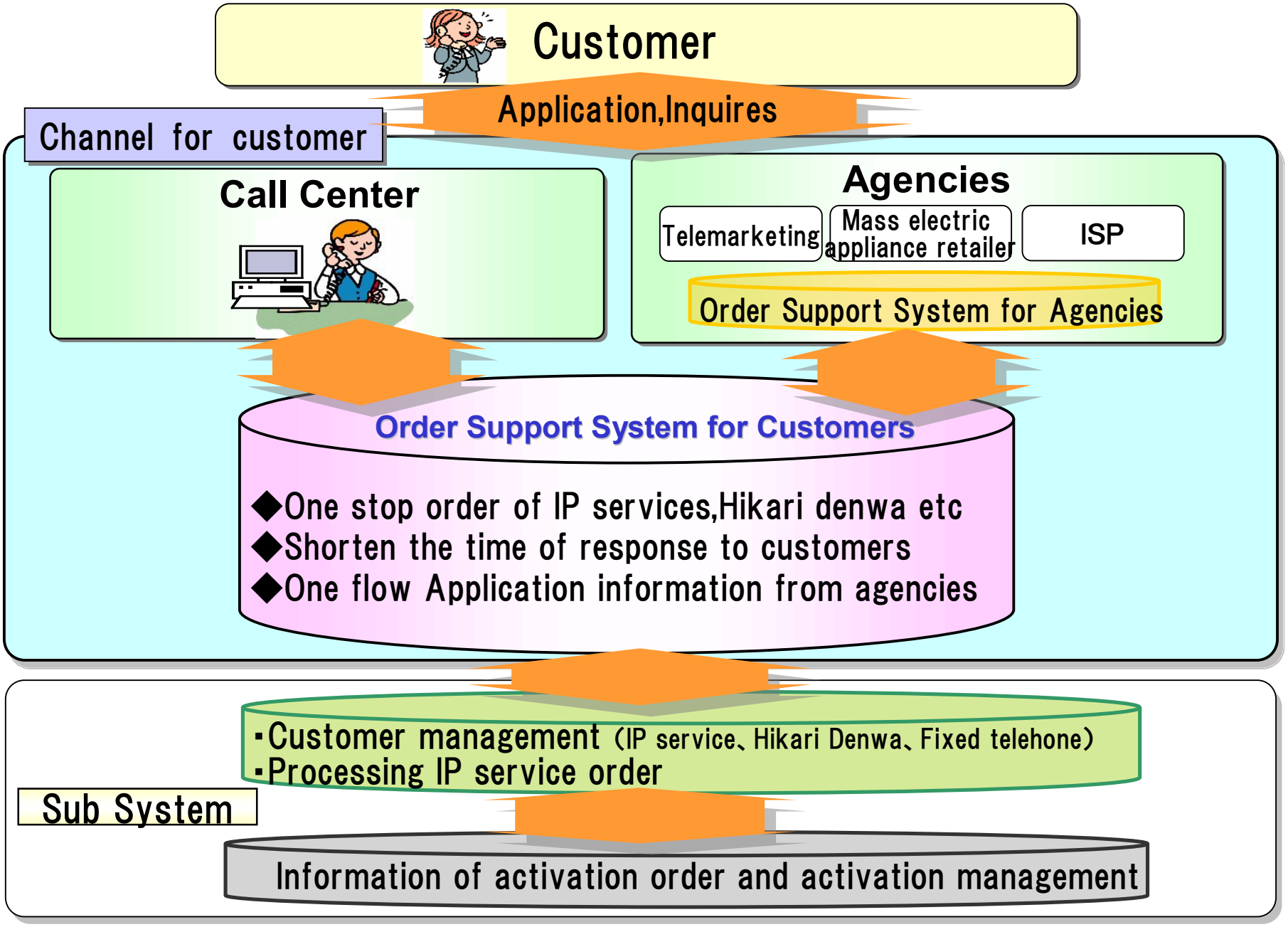Improvement of Customer Service