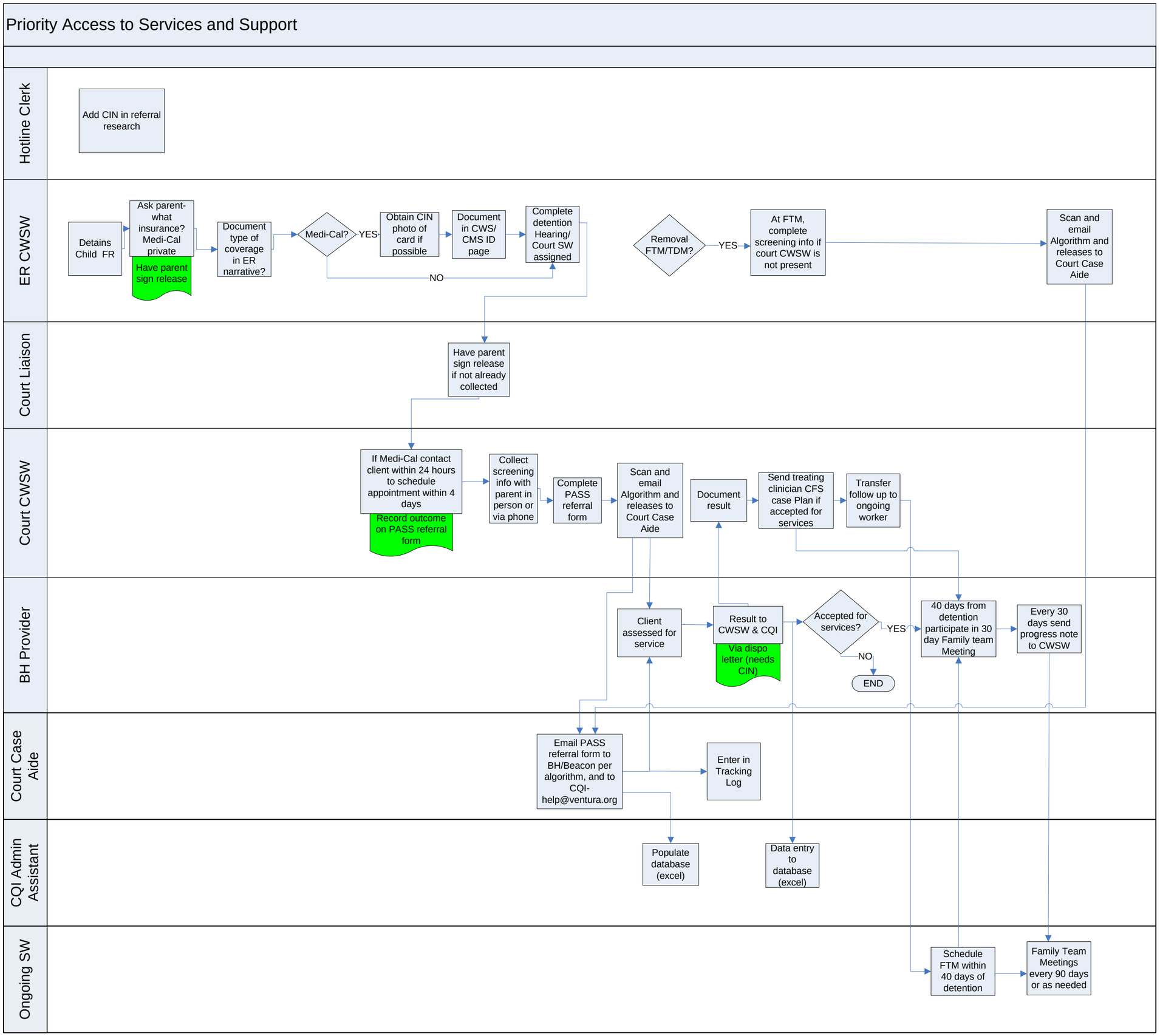Priority Access to Services and Support