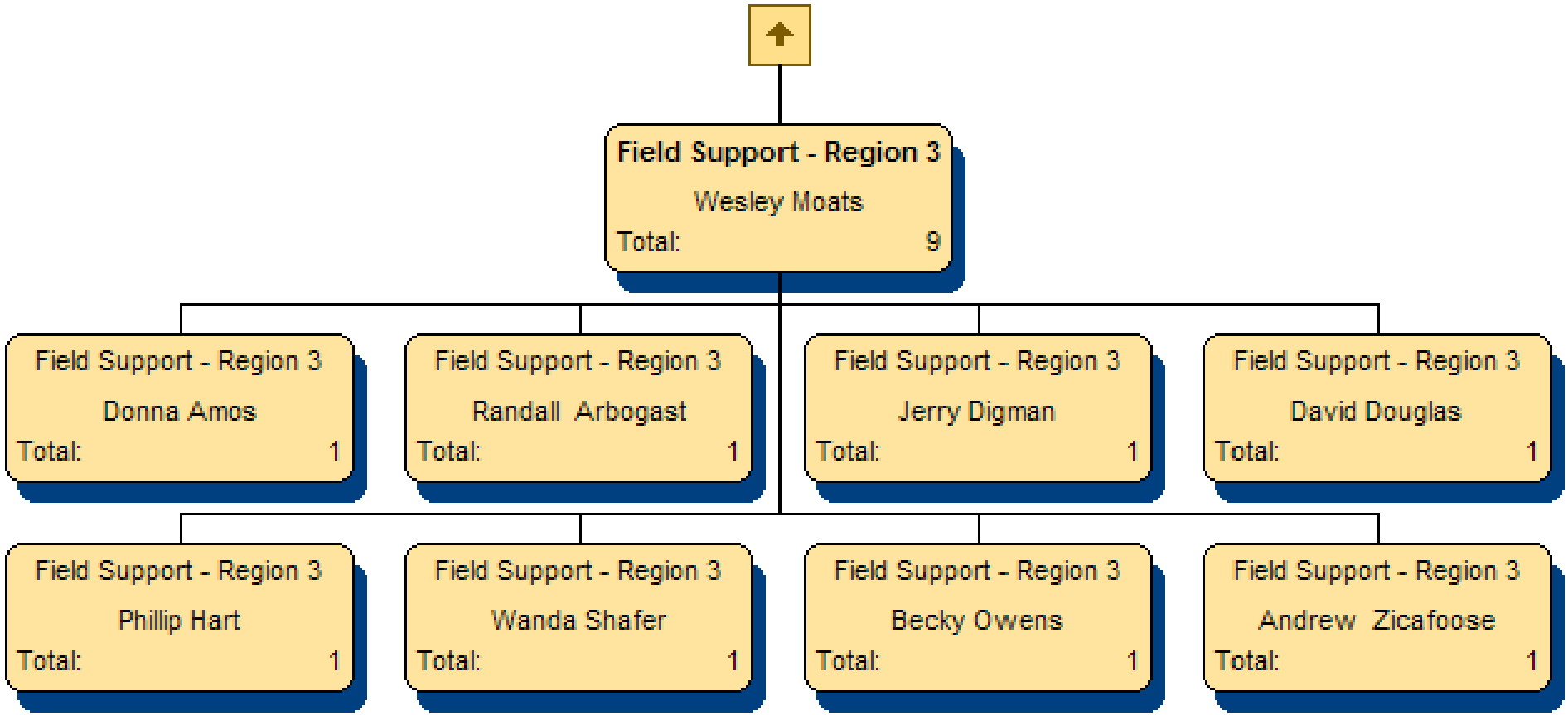Field Support - Region 3 as of 07/08/2009