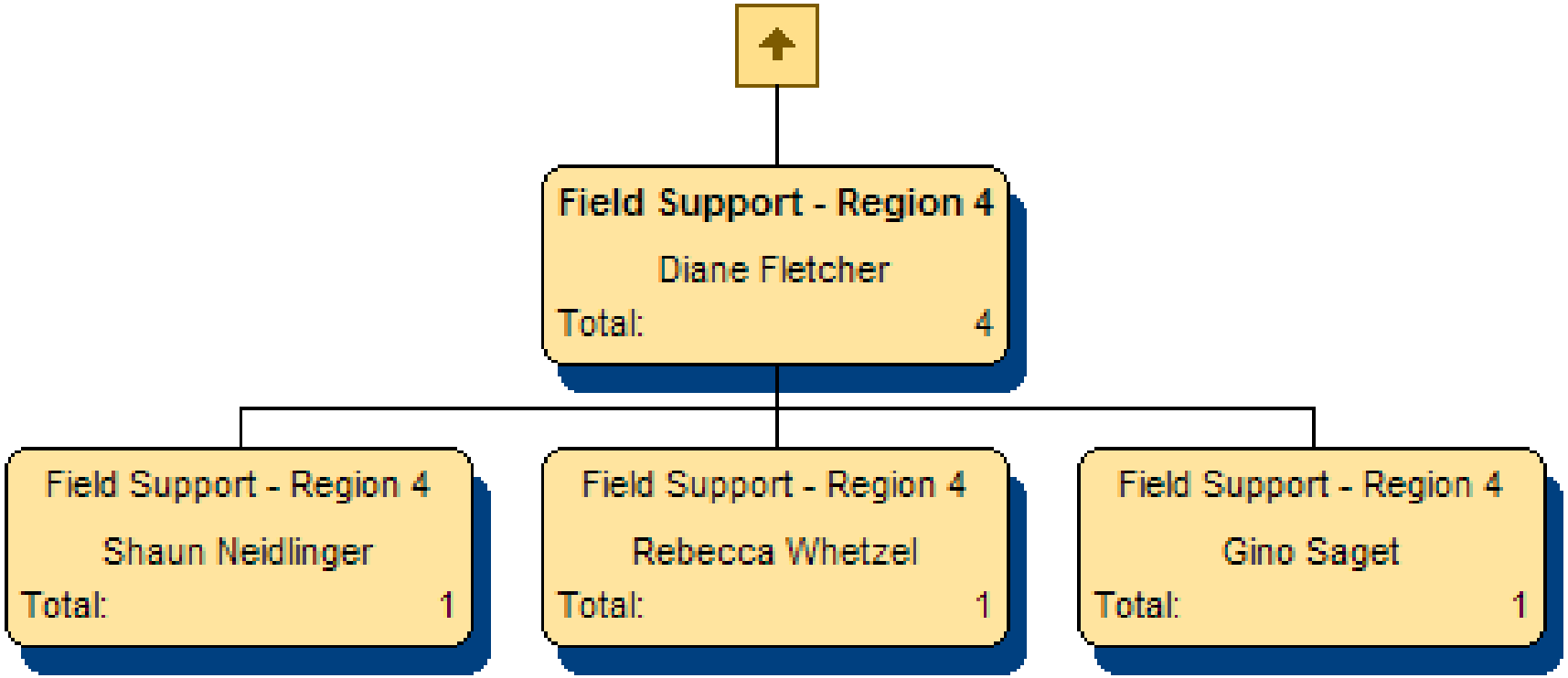Field Support - Region 4 as of 07/08/2009