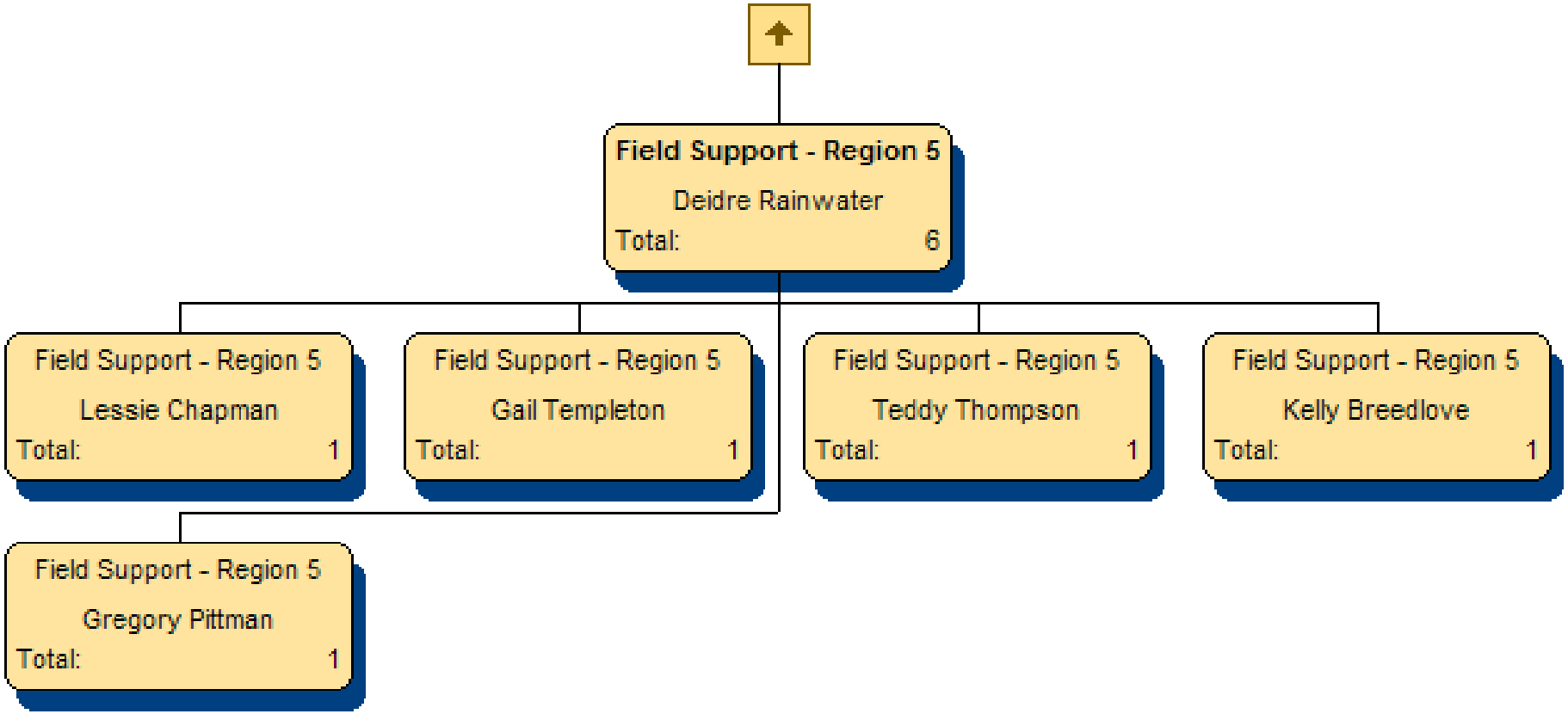Field Support - Region 5 as of 07/08/2009