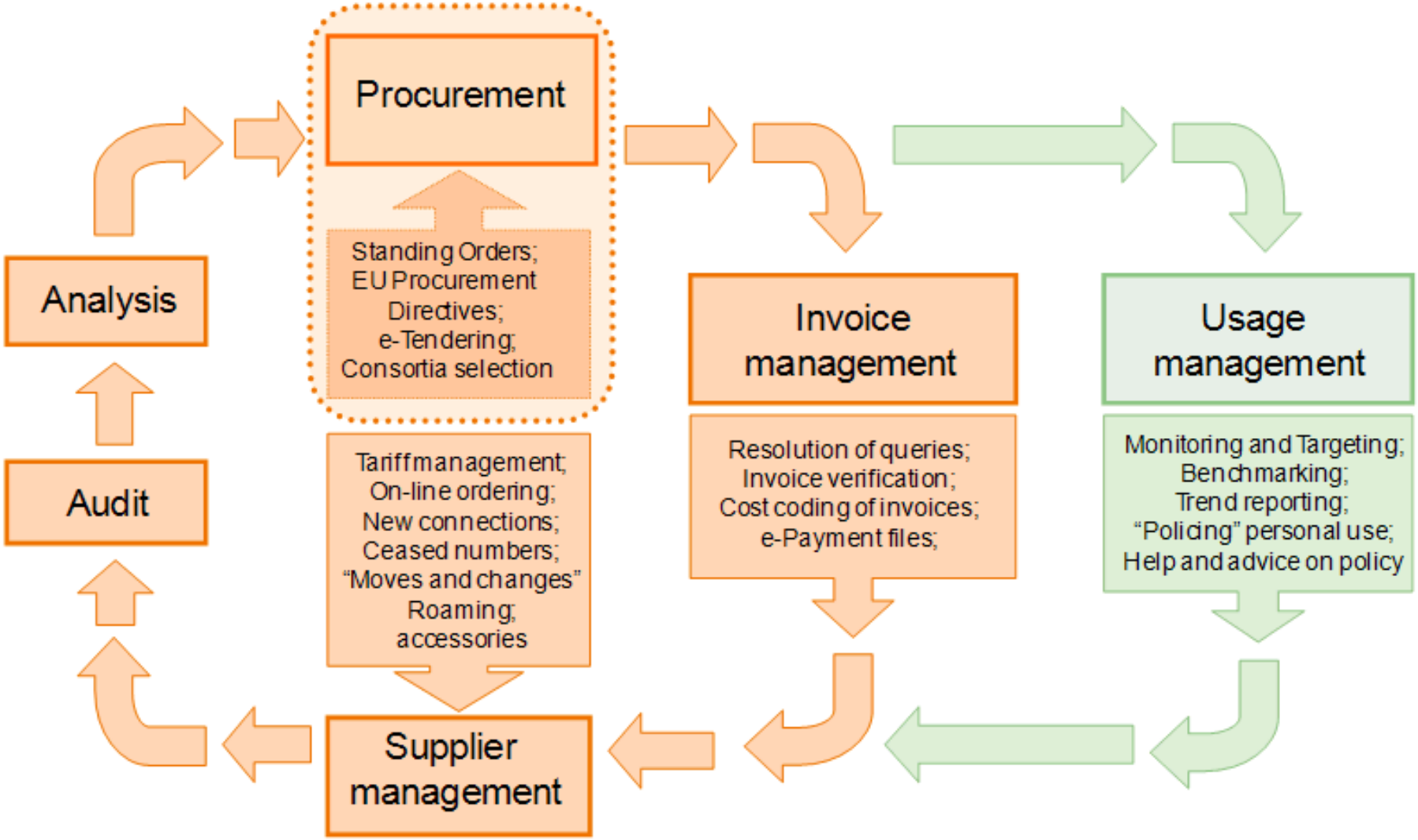

Smith Bellerby Utility Management Process
(Mobile telephone fleet management)