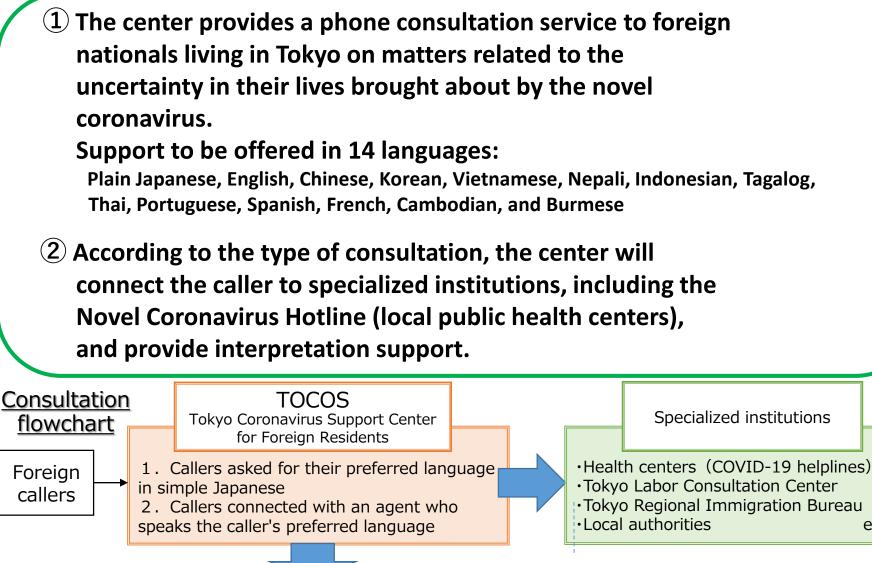
etc.



<u>1: Providing callers with information</u> and advice 2: Connecting callers to specialized institutions 3: Providing language support if specialized institutions do not provide it