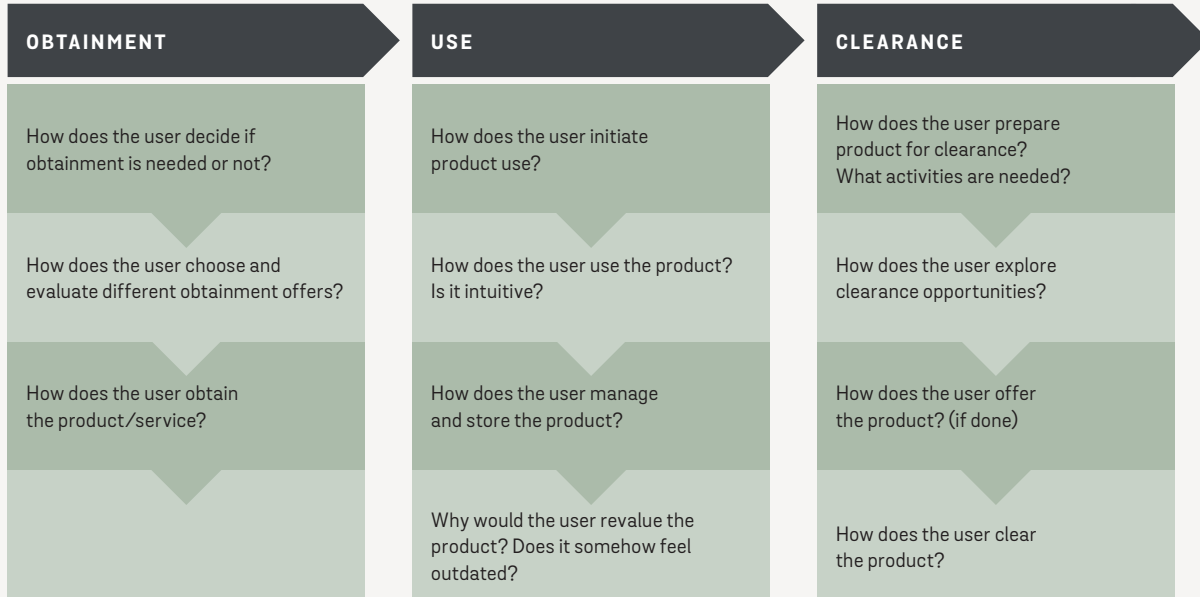


STEP 2: DESCRIBE THE BASELINE SCENARIO



■ ■ Customer activities