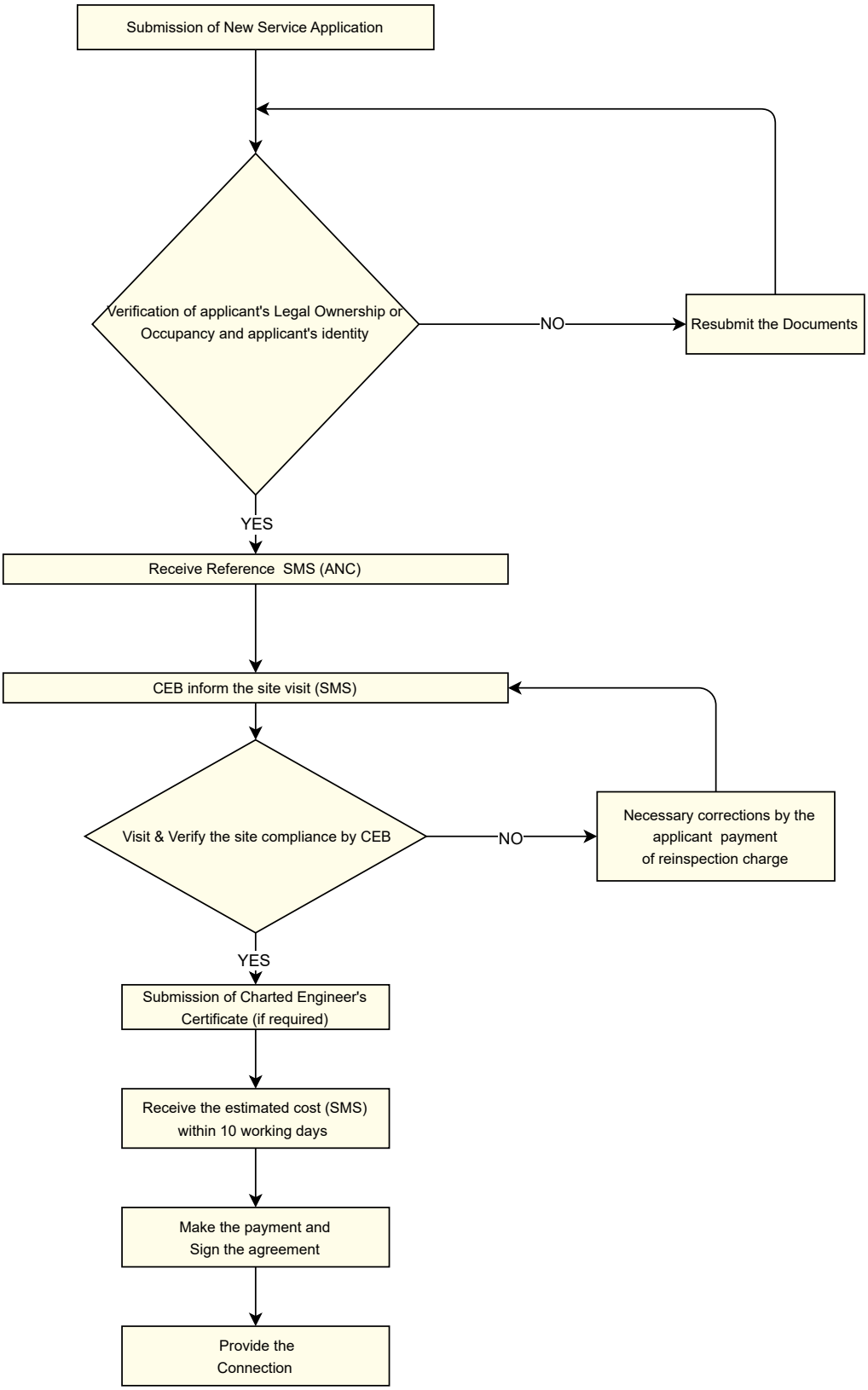PROCEDURE OF OBTAINING A NEW SERVICE CONNECTION