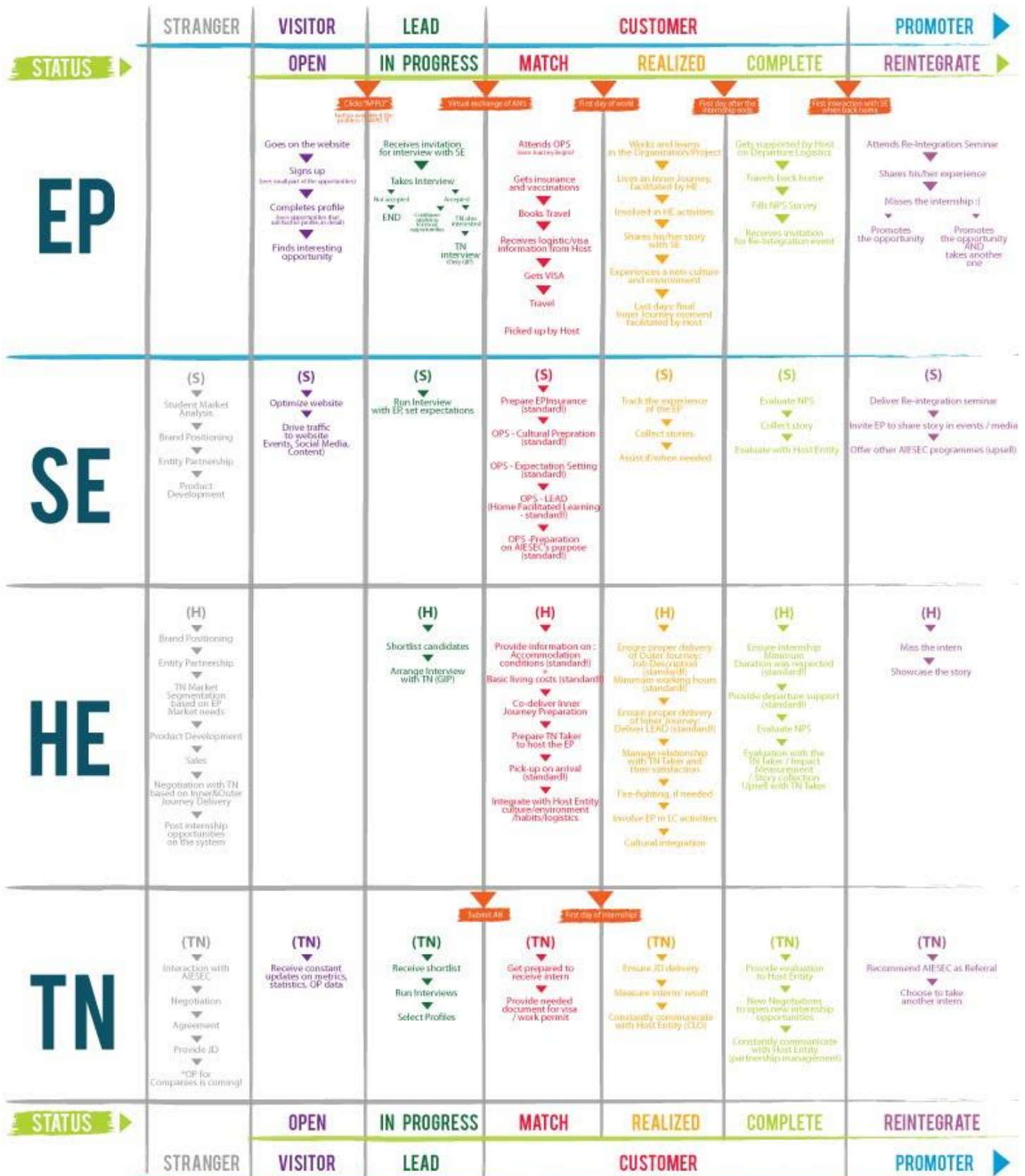


THE NEW EP-TN

Customer Flow

- A SERVICE BLUEPRINT -



LEGEND:

SENDING ENTITY = SE/S

HOST ENTITY = HE/H