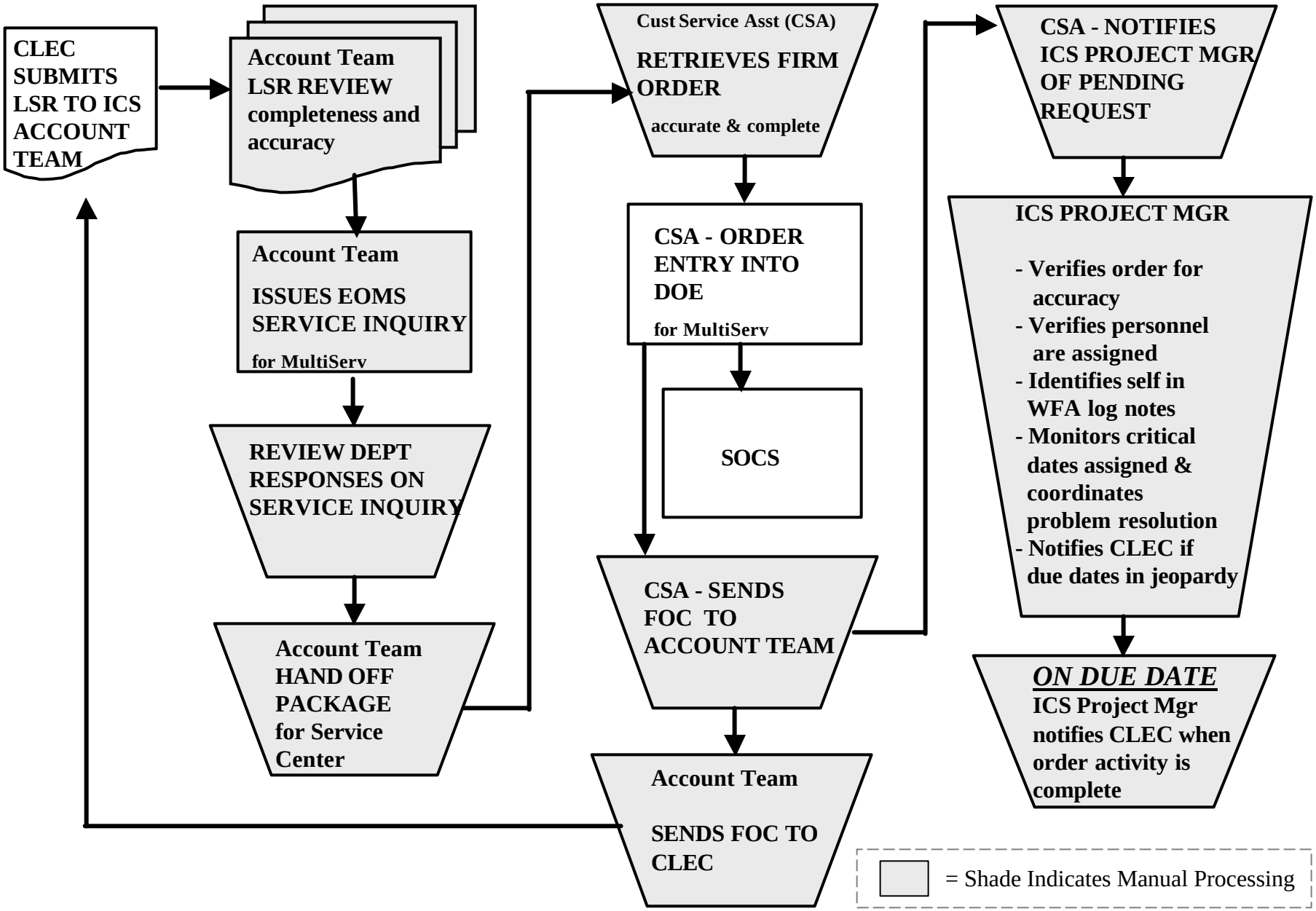CLEC: Complex Services - MultiServ®