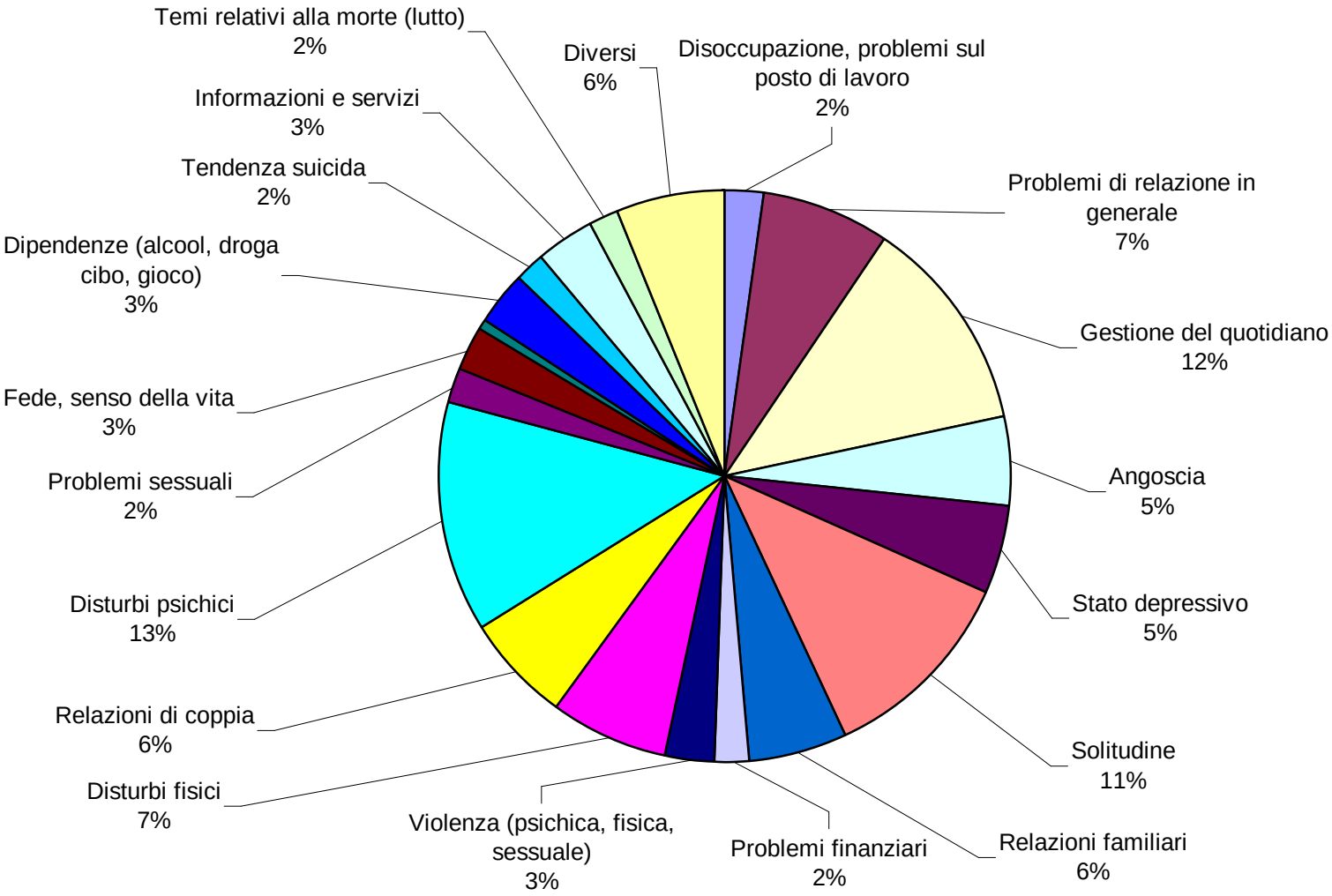Consulenza telefonica 2009