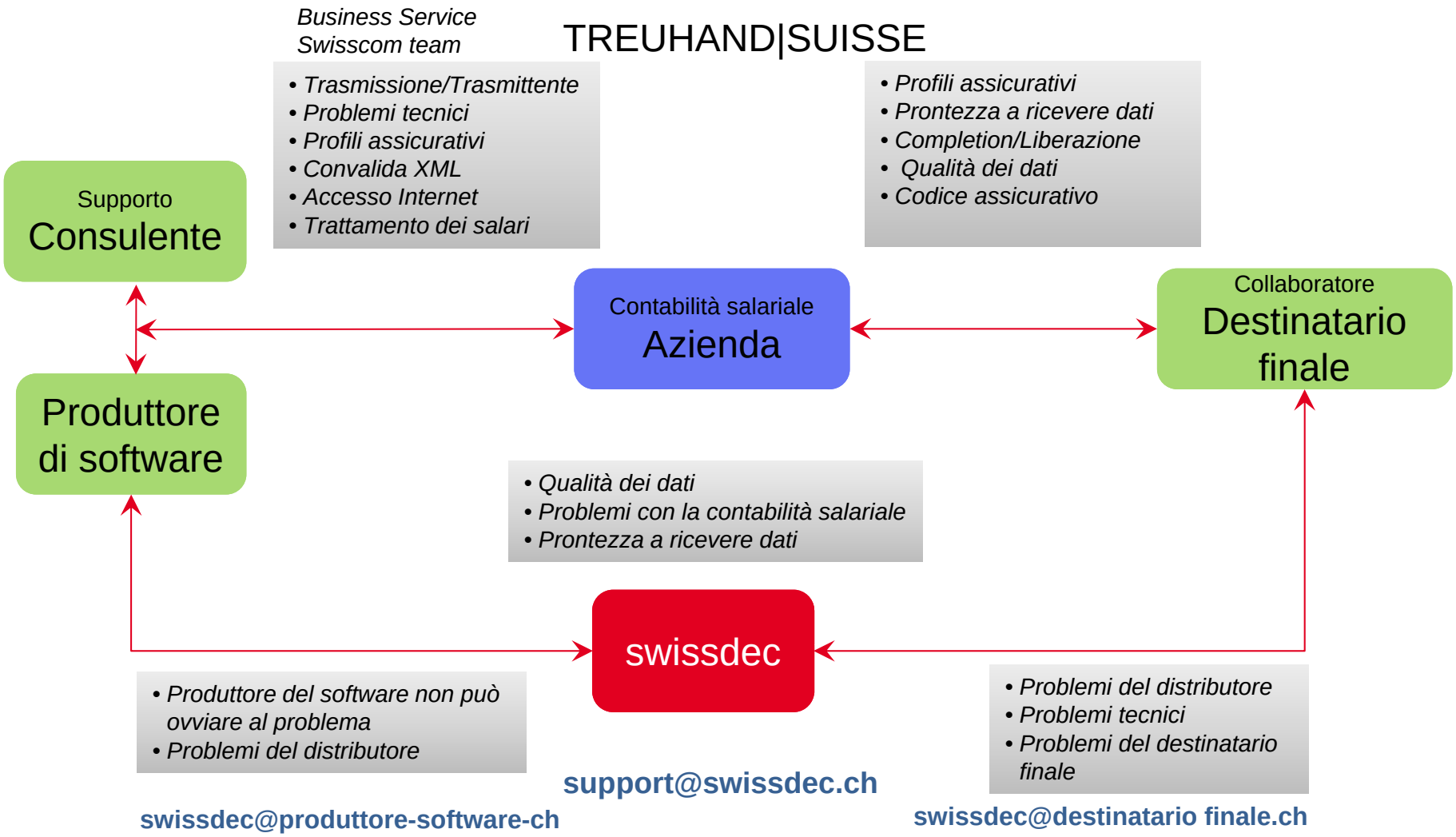Supporto: Chi fornisce assistenza?