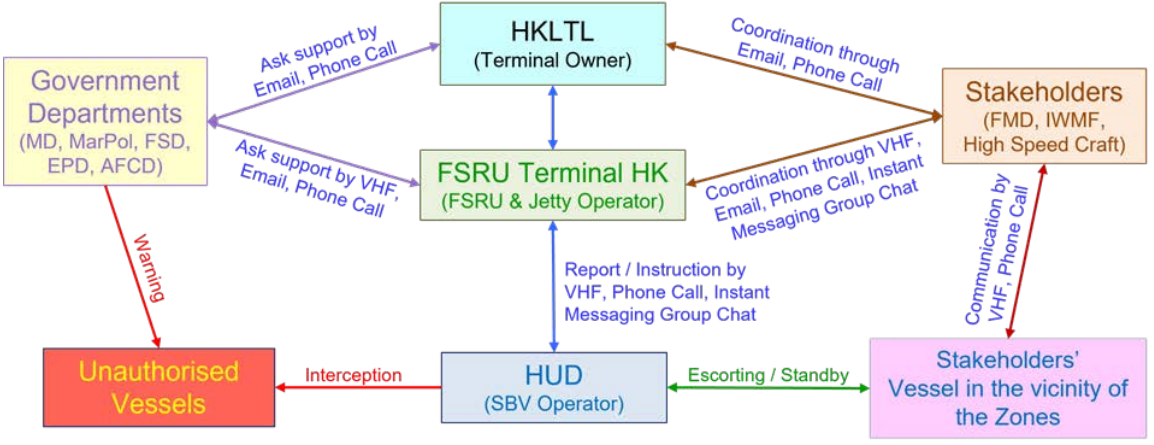Figure 6.4 Flow Chart of Communication (9)