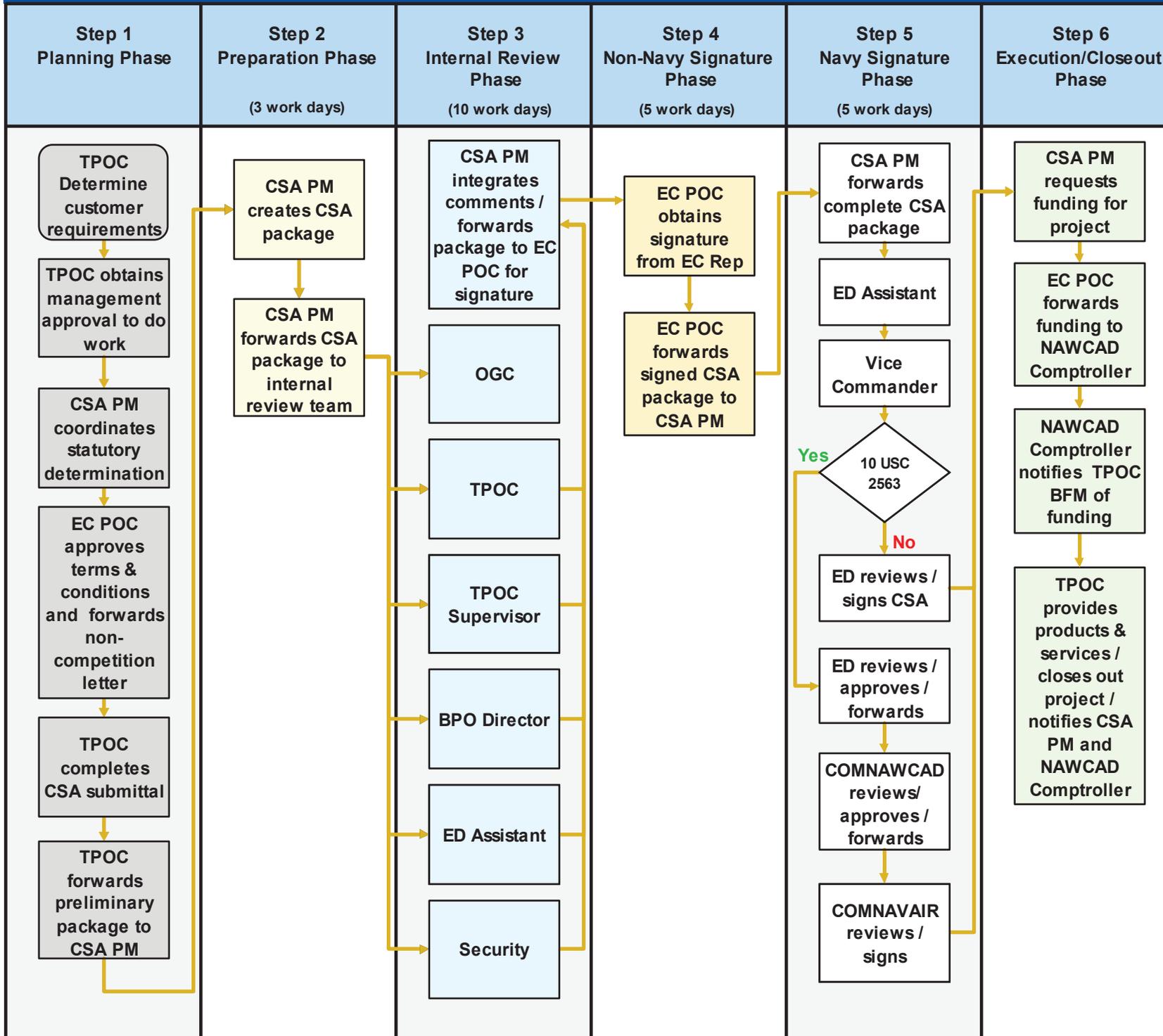


Commercial Service Agreement Process Overview



Legend	
TPOC	Technical Point of Contact
CSA PM	Commercial Service Agreement Project Manager
EC POC	External Customer Point of Contact
CSA	Commercial Service Agreement
OGC	Office of General Counsel
BPO	Business and Partnership Office
ED	Executive Director
BFM	Business Finance Manager