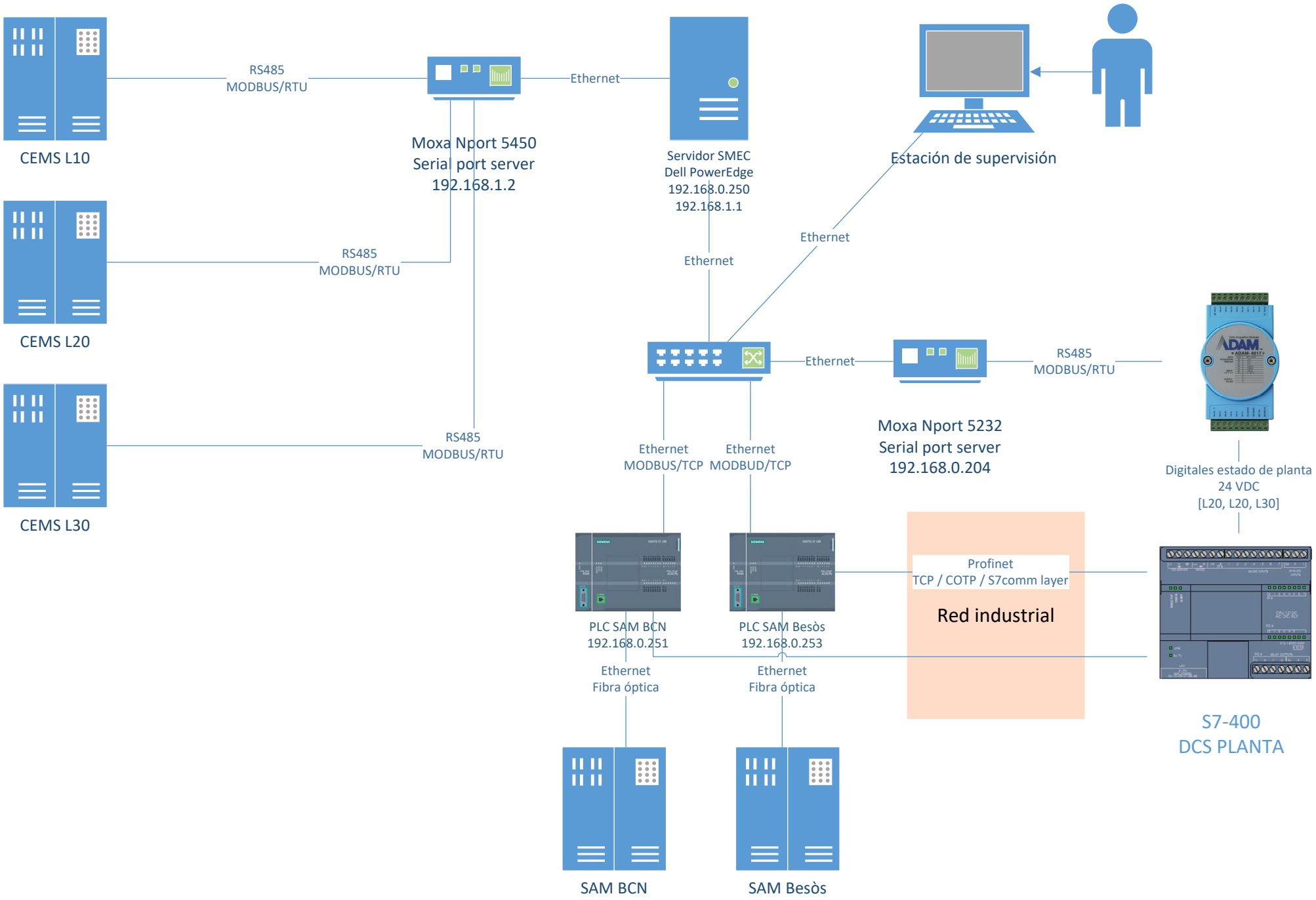Diagrama de comunicaciones TERSA