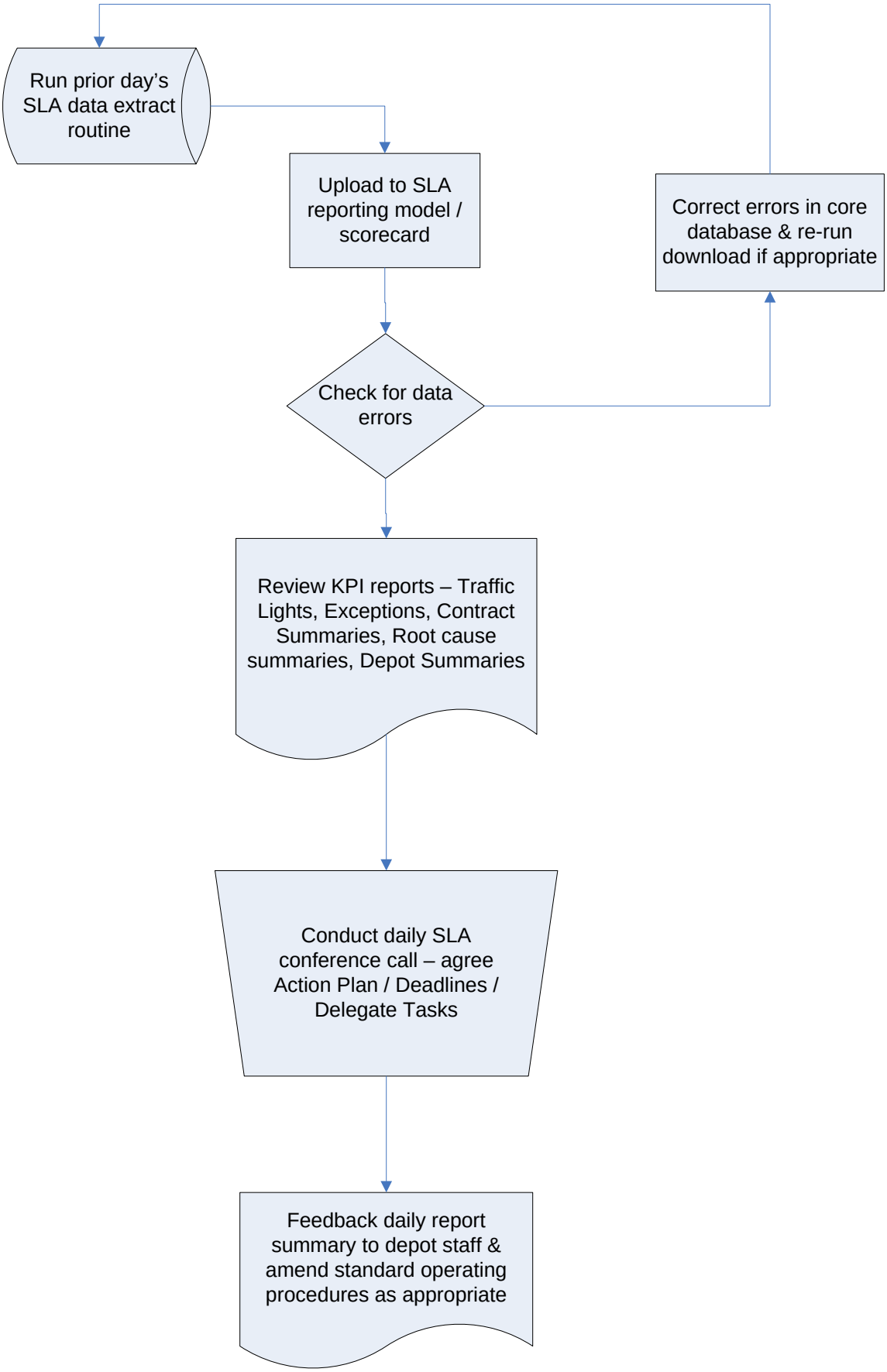DOCUMENTATION – Service Level Agreement review (distribution)