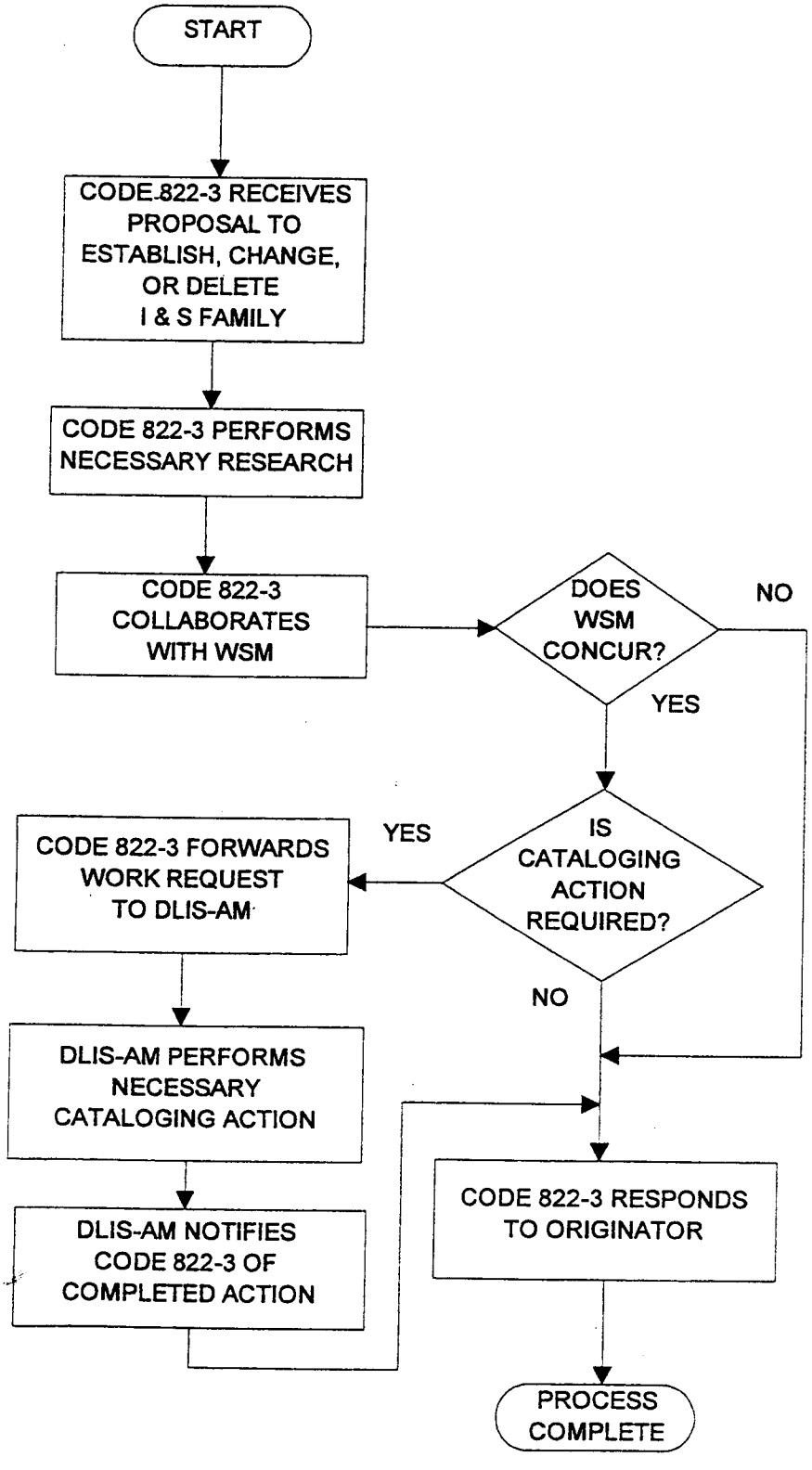INTERCHANGEABILITY & SUBSTITUTABILITY (I & S)