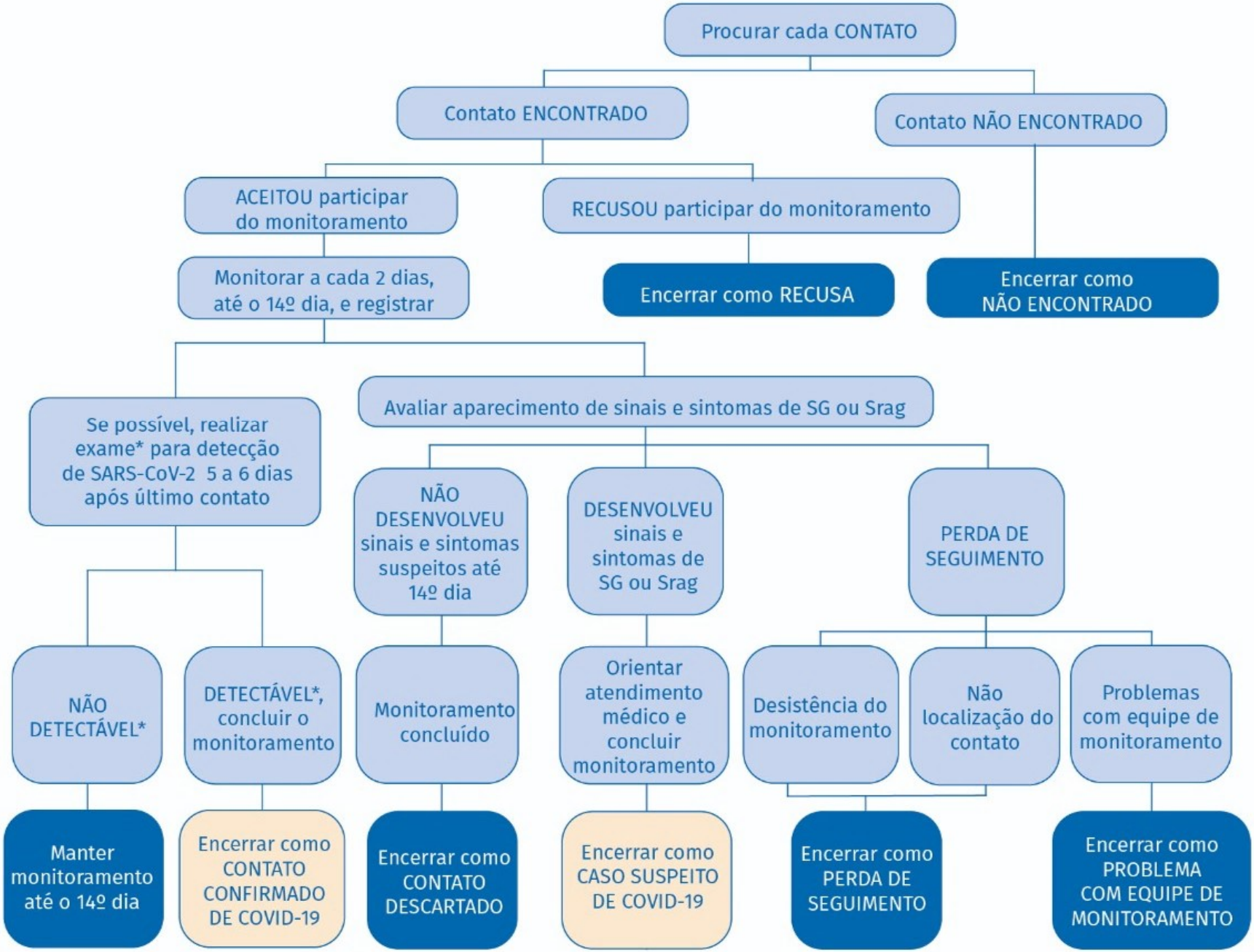MONITORAMENTO DE CONTATOS