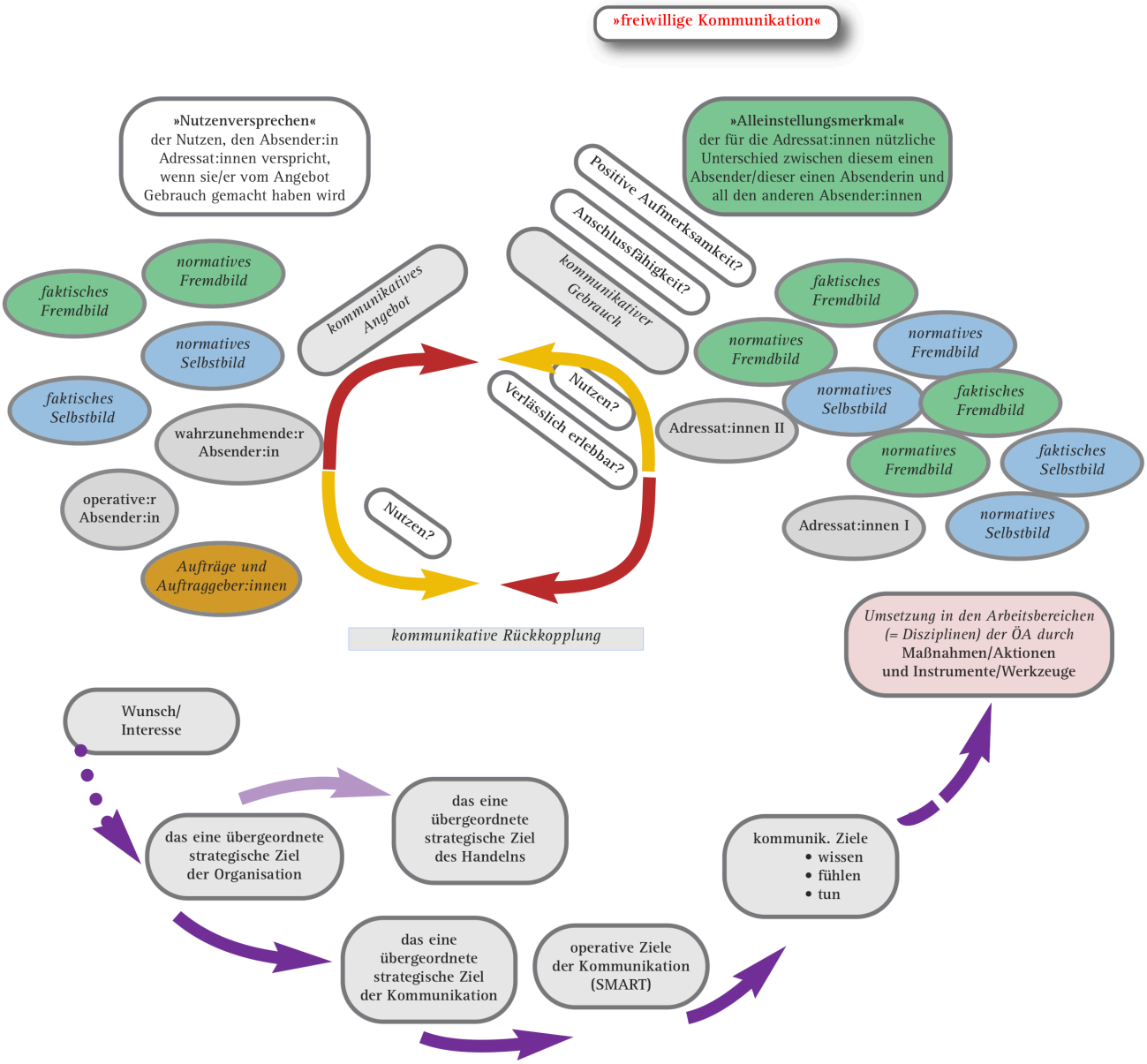Grundmodell »freiwillige Kommunikation«