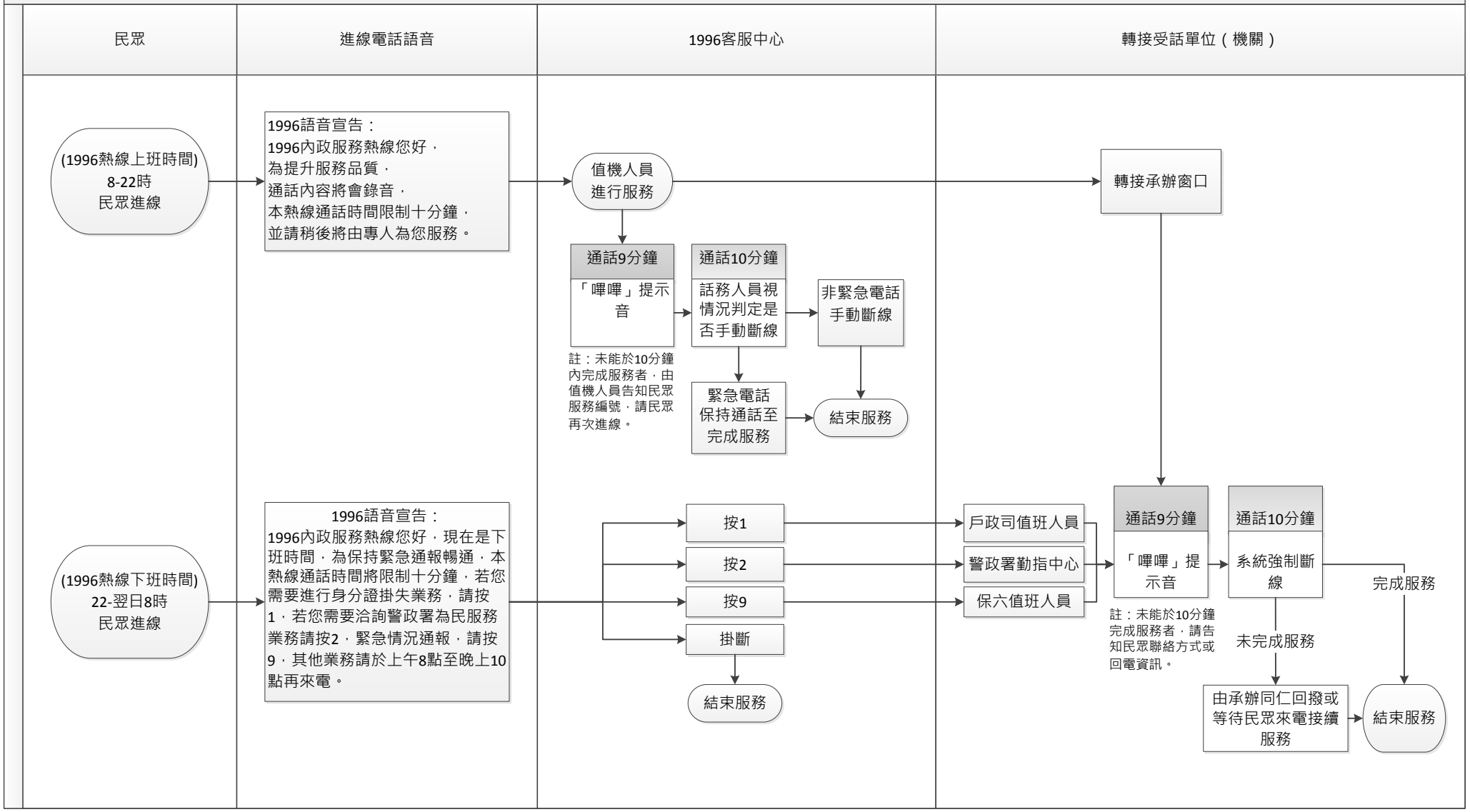1996內政服務熱線-免付費話務處理流程