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DESIGNING COMMUNICATIONS INFRASTRUCTURE TO SUPPORT A RANGE OF CAPABILITIES FOR DISTRIBUTED WORK -- Supporting Typical Work Routines -- Envisioning the Applications Enabled by Unlimited Bandwidth -- Enabling Integration of Low-and High-Bandwidth Applications -- MEETING REQUIREMENTS FOR MULTIMEDIA COMMUNICATION -- User Requirements -- Technology Requirements -- 5 Research Recommendations -- INFRASTRUCTURE RESEARCH -- Mobile Work -- Multipoint, Multimedia Distributed Work -- APPLICATIONS RESEARCH -- Domain-Specific Research -- Generic Research -- CONCLUSION -- Bibliography.