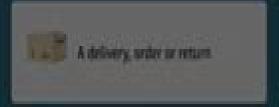
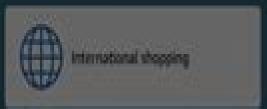
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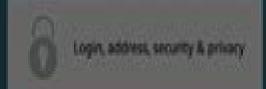
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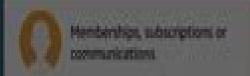






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Don Peppers, Martha Rogers

Amazon Customer Service 1 8:

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