

07/09/2020

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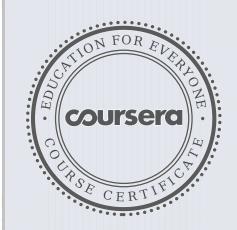
Technical Support Fundamentals

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