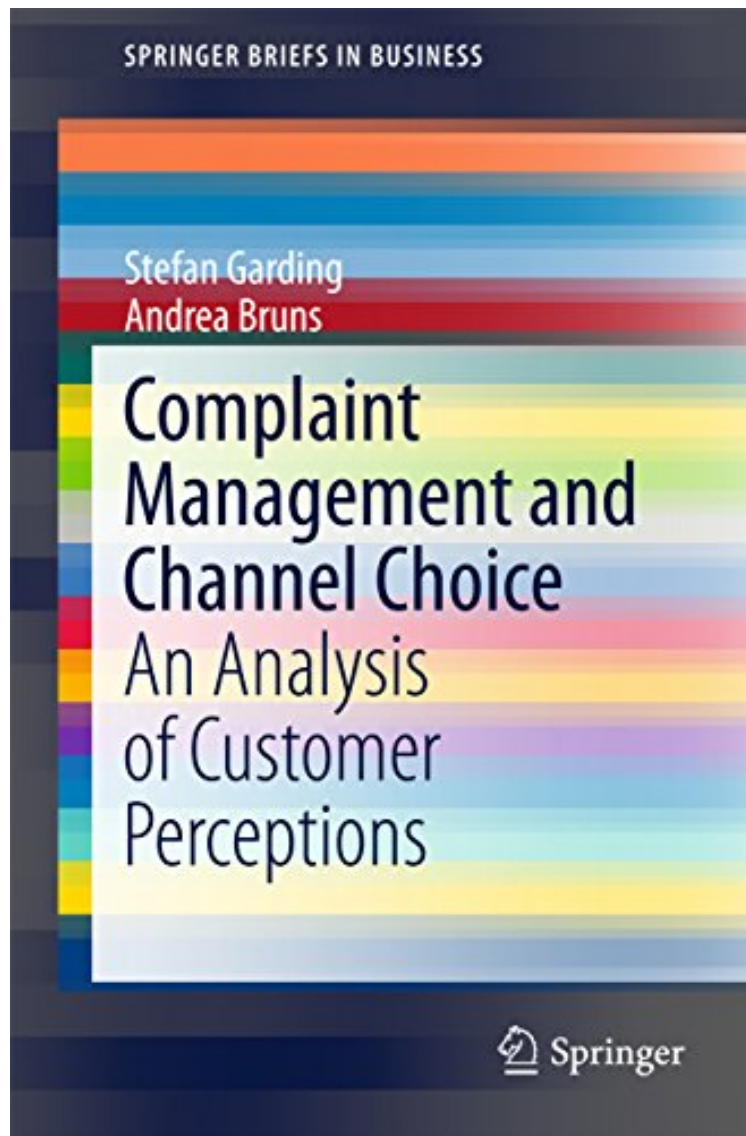


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About the AuthorThe author's research interests are complaint management, customer satisfaction and customer loyalty. He has extensive work experience in the telecommunication sector as Consultant, Marketing Manager and Product Manager.