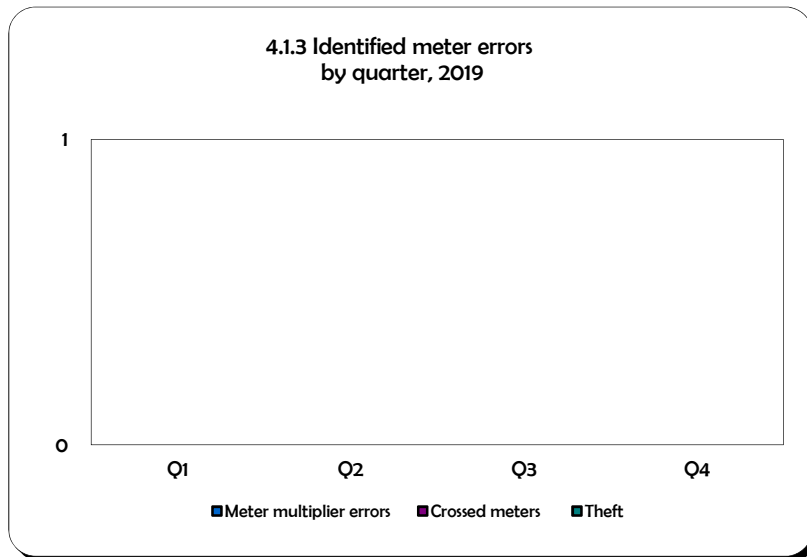
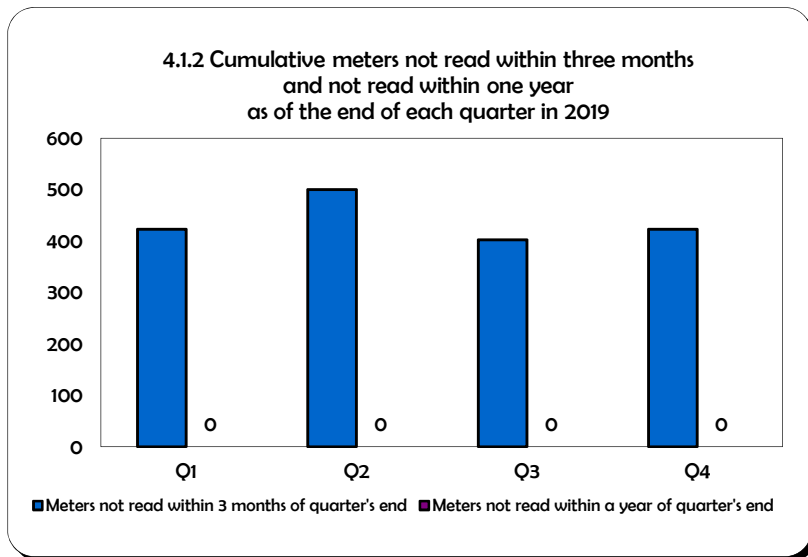
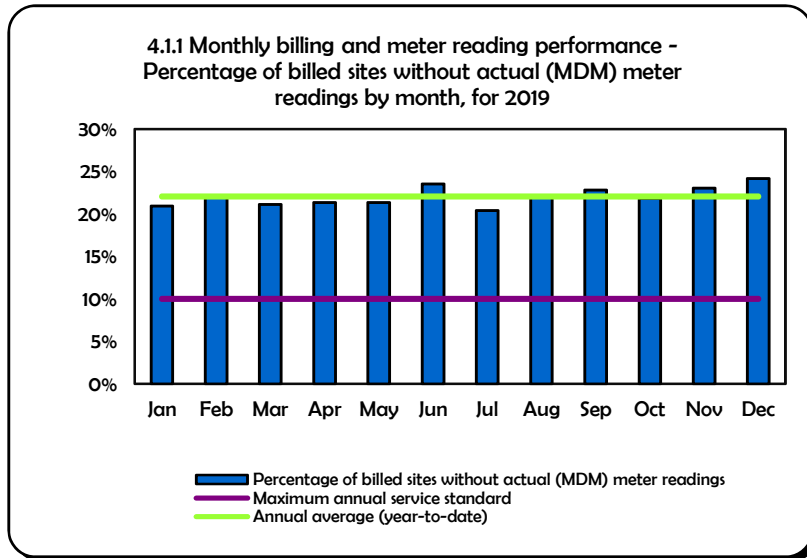
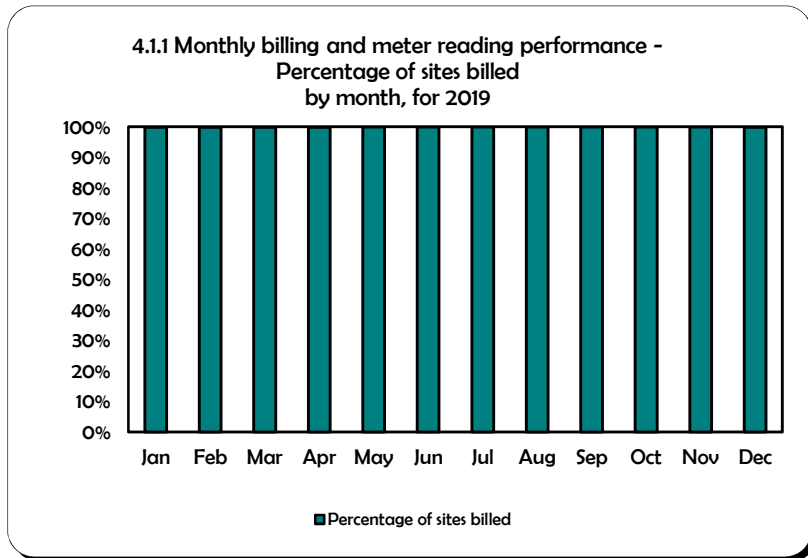


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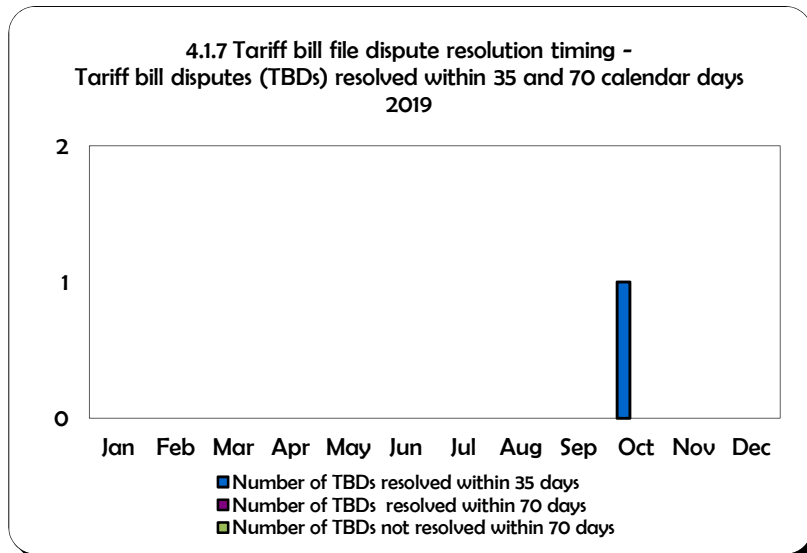
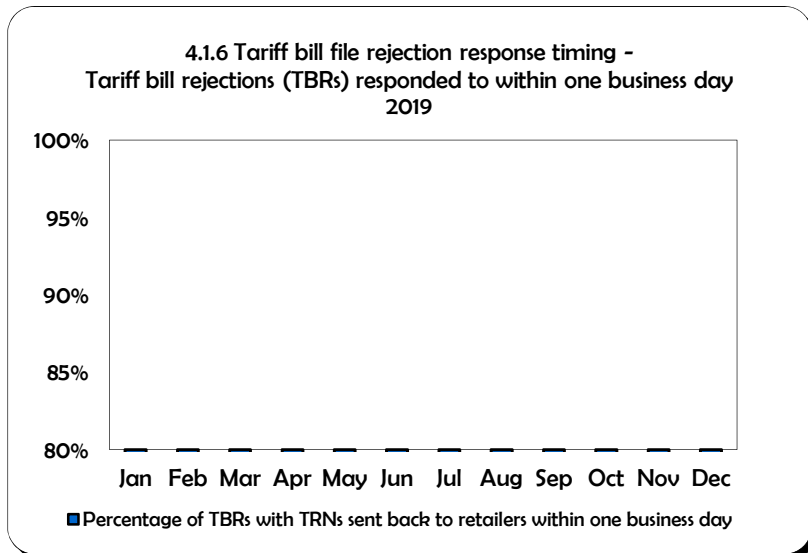
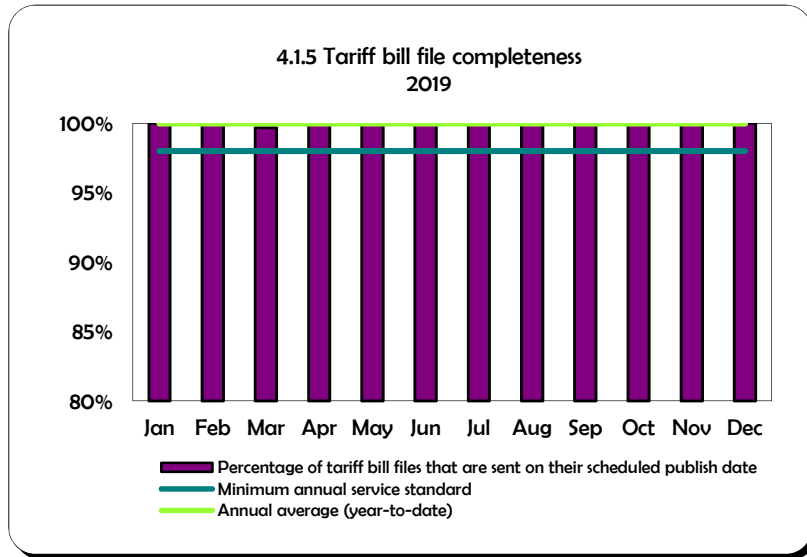
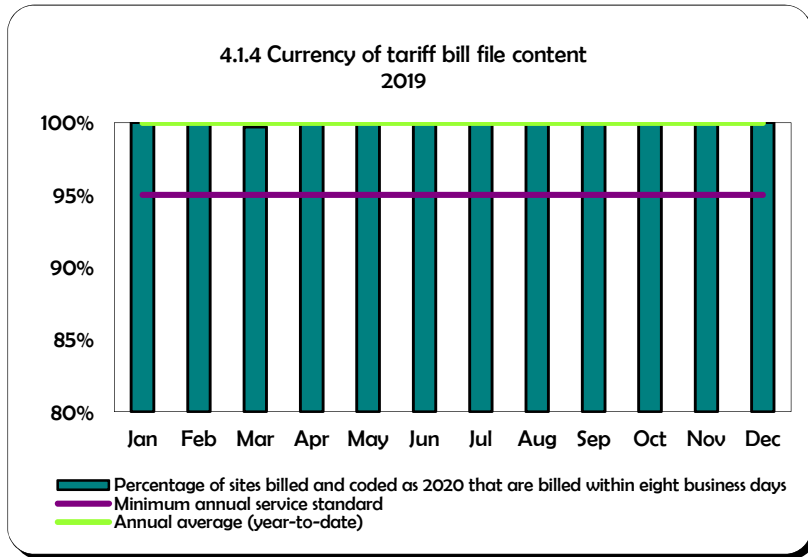
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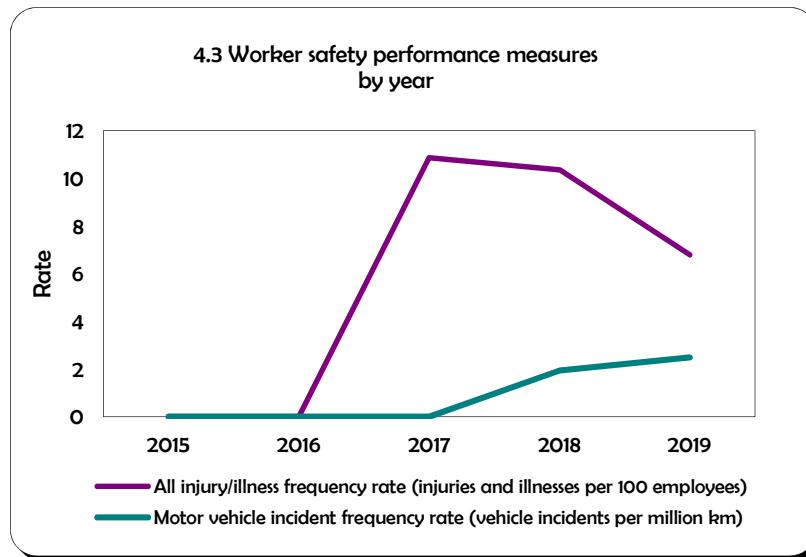
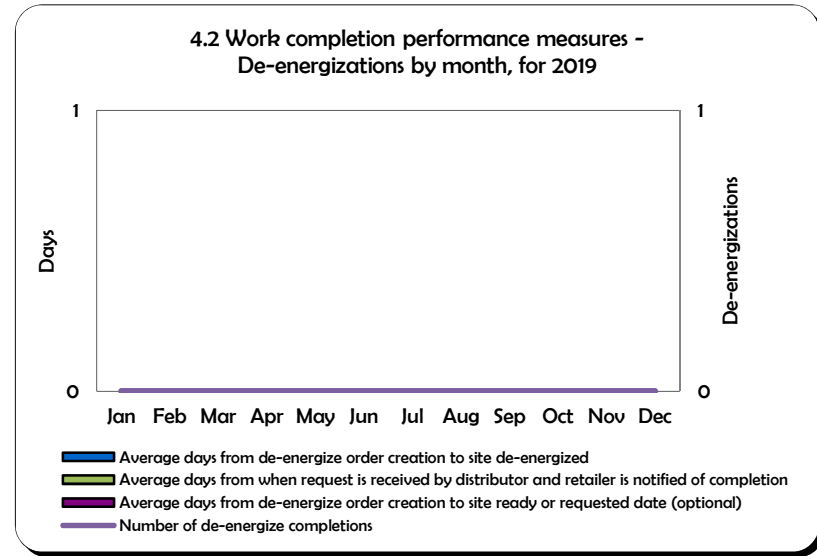
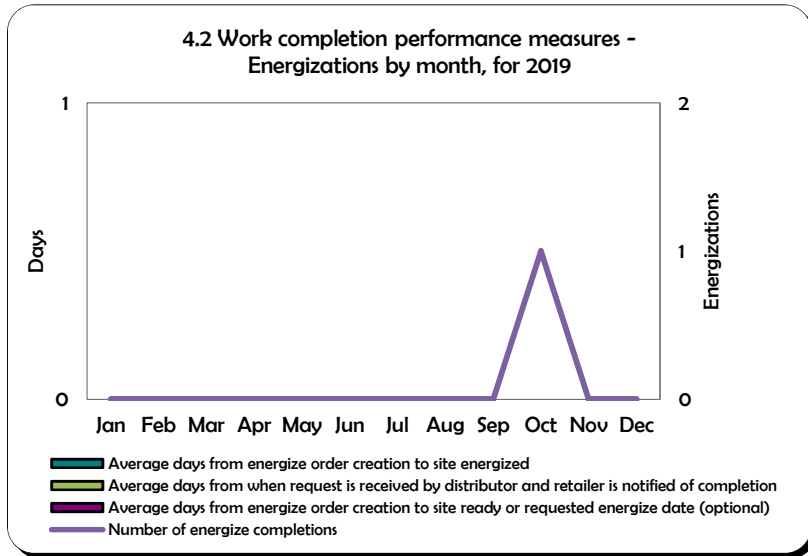
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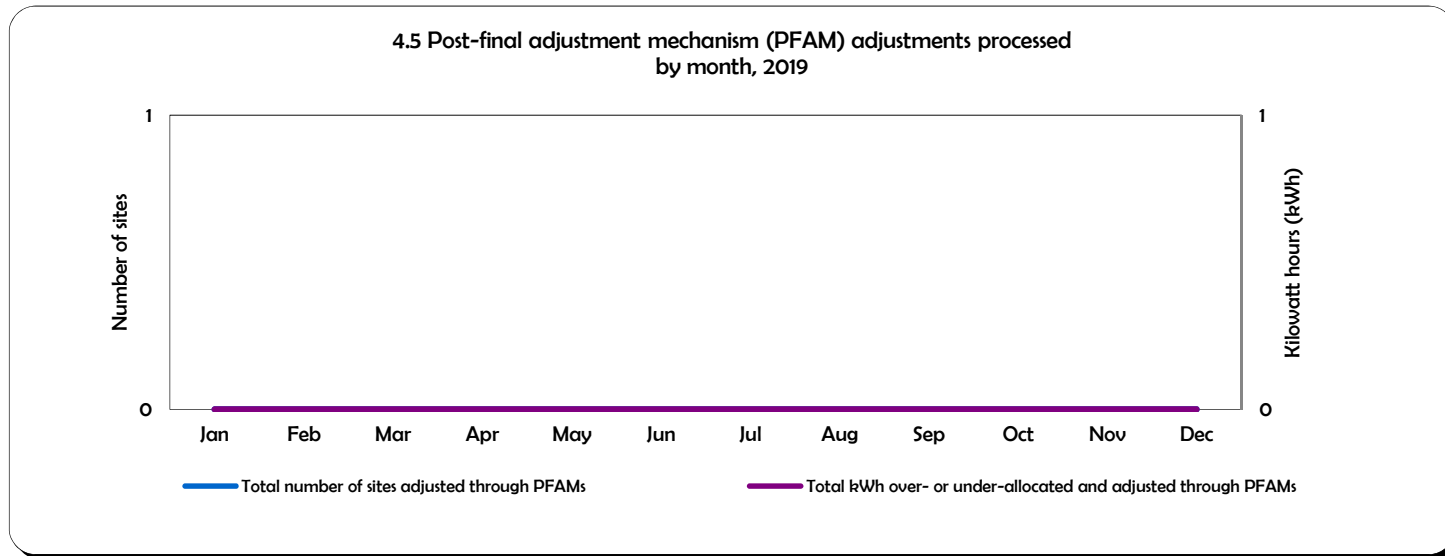
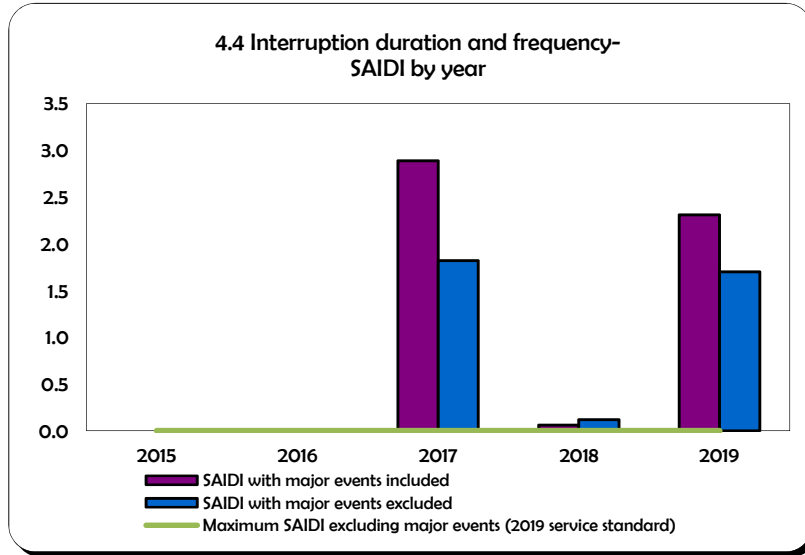
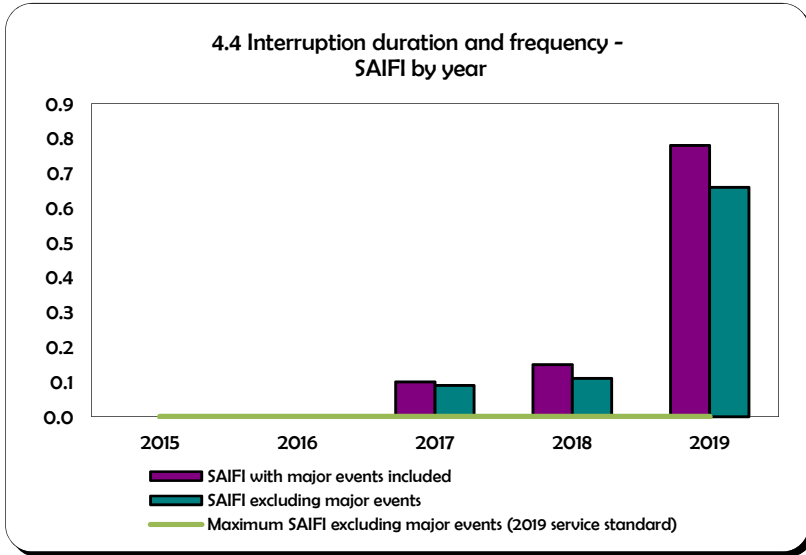
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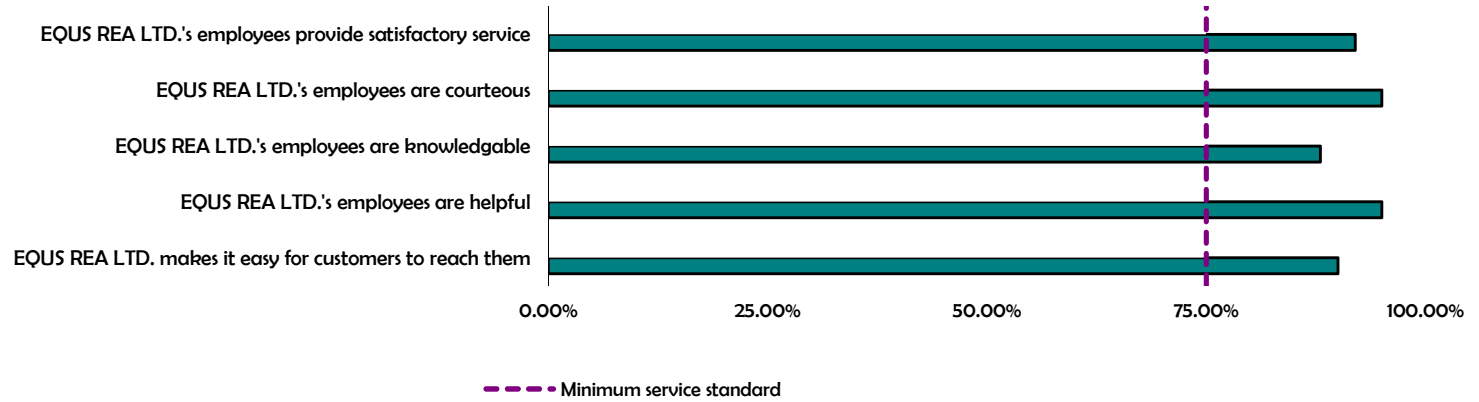


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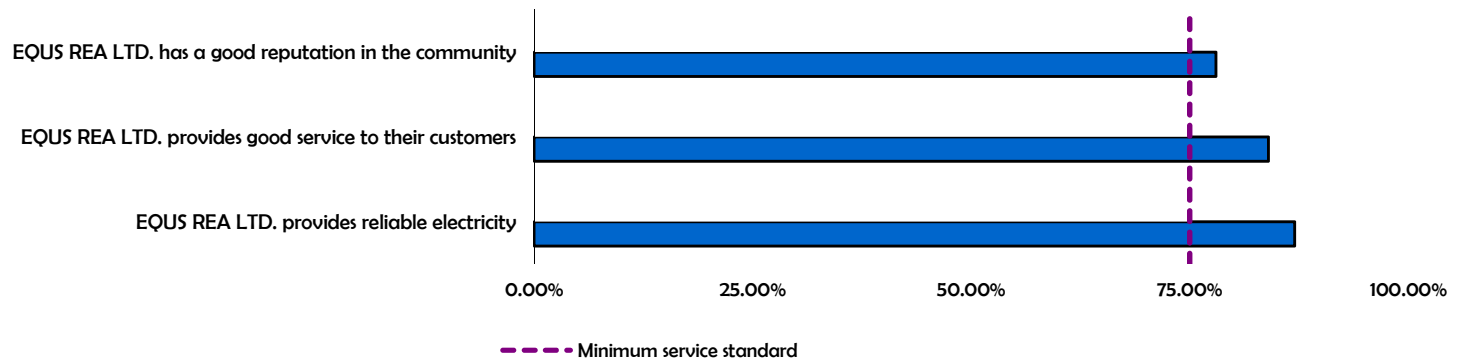
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4.6 Customer satisfaction measures  
4.6.1 Customer satisfaction following customer-initiated contact with the owner  
2019



4.6 Customer satisfaction measures  
4.6.2 Overall customer satisfaction measures  
2019



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