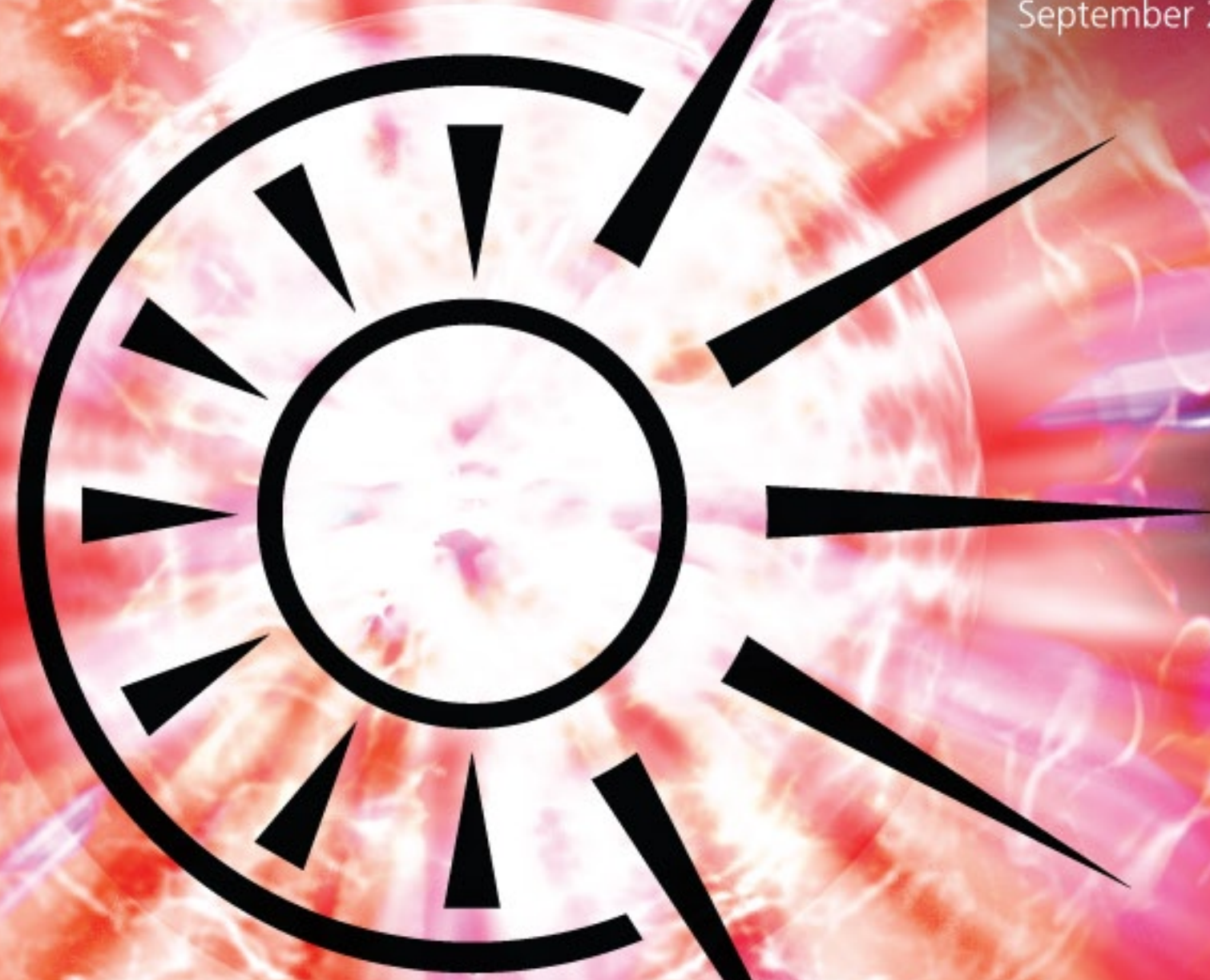


Customer Programmes  
Account Management  
& Support Services

Proposal  
September 2005



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