Impacted Area	call timestame	contact to	customer_name caller_name	address acco	unt circuit_tn	alt contact to	caller sme	caller_email	ticket_timestamp	of case number	rx case number	cause	meaning of cause	disposition	meaning of disposition
#N/A	9/28/2022 11:06:02 9/28/2022 17:14:16	-Jimes_til	Sand Halls	accies acci	circun_til	_x_comex_til		Conecmall		sf ticket null	case_mailloer		blank because caller did not speak with an agent	Constituted	blank because caller did not speak with an agent CSC tool flows followed to completion.
#N/A									9/28/2022 17:14:17			Repair Flow - CSC	Agent used Customer Service Console (CSC) tool. blank: see 'Transfer to business repair' for same customer one	Lompreted	
#N/A	9/28/2022 17:15:08									sf ticket null	1	1	minute previous		blank: Transfer for same customer calling one minute previous
															Agent either directed the customer of the proper entity, company, or department where assistance could be sought, or
															initiated a direct transfer to that entity, company or
													Out of scope of support boundaries (not something this agent can assist with). Misdirect means customer contacted wrong department, wrong company, or dialed wrong number or was		department. In this instance that department would be the Lumen Sales & Care department who assist with ordering, in this instance the ticketing disposition suggests an existing
zN/Δ	9/29/2022 10:51:24								9/29/2022 10:51:25	44661675	262847457	Out of Scope Misdirect	department, wrong company, or dialed wrong number or was transferred to this agent in error.	Transfer/Refer.CARE/Existing Order	this instance the ticketing disposition suggests an existing order about which there were questions or concerns.
my A	3/13/1011 10:31.14								3/13/1011 10:31.13	4100207.	101047437	Dat of Scope Simulater	dentification and angent in error.	Transact, neter Conc. / Conting or der	
															Agent either directed the customer of the proper entity, company, or department where assistance could be sought, or
													Out of scope of support boundaries (not something this agent can assist with). Misdirect means customer contacted wrong		initiated a direct transfer to that entity, company or
may 60	9/29/2022 11:56:21								9/29/2022 11:56:23	44673450		Out of Scope Misdirect	department, wrong company, or dialed wrong number or was transferred to this agent in error.	T	telecommunications company, as they were calling about an AT&T phone number and Lumen is not AT&T.
HILYA	9/29/2022 11:36:21								9/29/2022 11:36:23	440/3430		Out of Scope-Misdirect		transier/keier.	ATAT phone number and comen is not ATAT.
													Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that		
													Lumen one time, and this contact is subsequent to that previous contact. Missed Commitment indicates that the time window given to the customer during which the repair was		
													anticipated to be performed bar now been exceeded, and in		
													this instance CenturyLink missed indicates our technician did not complete the job during the time window given to the		
													customer at the time the repair ticket was created. Problem was corrected within 48 hours, but customer was transferred.		Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to
#N/A	9/29/2022 13:03:52								9/29/2022 13:03:55	44685120	262931762	Subsequent.Missed Commitment(CenturyL	to billling for credit issuance.	Other	add this level of detail.
													No assistance provided indicates the agent was not able to		
#N/A	9/29/2022 14:41:00								9/29/2022 14:41:03	44703142		No Assistance Provided	help the customer, and in this instance it was because the agent did not locate a Lumen account in the database.	Account Not Found	The caller's service records were not found in the database.
															The caller's service records were not found in the database. Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to
#N/A	9/30/2022 11:23:40								9/30/2022 11:23:41	44786103	263347533	Phone Line.Can't Call Out	Can not complete outbound telephone calls.	Other	
															blank indicates the agent did not have a descriptive selection, and in this instance there is the suggestion in the notes that the request to bury a line was resolved by 3rd party action
an/a	9/30/2022 11:56:01									of ticket null	767761040	Phone Line No Dial Tone - All Phones	No dial tone is heard when lifting the handset on any and every telephone at that location.		the request to bury a line was resolved by 3rd party action
HILIA	J/30/2022 11/36/01									ar JOREL HUII	203301848	THORE SHE NO DIST TORE - All PRODES			MARKET STATE OF THE STATE OF TH
													Wireless means the caller wanted assistance with the WiFi in their internet modem. Setup/Credentials/Configuration		The agent could not complete the support steps because the call ended mid-effort without the expected "good bye" being
IIN/A	9/30/2022 12:19:44					 			9/30/2022 12:19:46	44796415	-	Wireless-Setup/Credentials/Configuration	means the issue was one of configuring the WiFi settings.	Troubleshooting Obstacle Call Dropp	ed verbalized by both parties.
													Non-customer call means the person requesting assistance		terminated, in this instance abruptly ending while the repair agent was speaking during the first four seconds of the
#N/A	9/30/2022 17:19:05								9/30/2022 17:19:12	4484788		Non-Customer Call.No Caller On Line	does not have an established account or service. No caller on line means the agent could not hear anyone speaking to them.	Call Abandoned.	agent was speaking during the first four seconds of the interaction.
													Non-customer call means the person requesting assistance		
													does not have an established account or service. Other internal indicates that it was a Lumen/CenturyLink employee		Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to
#N/A	9/30/2022 17:37:46								9/30/2022 17:37:47	44850027	263555869	Non-Customer Call.Other Internal	who initiated this interaction.	Other	and this level of detail. CSC tool flows followed to completion.
#N/A	9/30/2022 17:38:28								9/30/2022 17:38:32	44850125	i	Repair Flow - CSC	Agent used Customer Service Console (CSC) tool. Subsequent indicates that the customer has already contacted	Completed	CSC tool flows followed to completion.
													Lumen one time, and this contact is subsequent to that previous contact. Status only indicates the customer was		
													provided with a status update on an open trouble report		
#N/A	10/1/2022 11:52:36					 			10/1/2022 11:52:52	44869181	263709262	Subsequent.Status Only	ticket.	Completed	CSC tool flows followed to completion.
TN (0.	10/4/2022 13:18:37								10/4/2022 13:18:53	4510001	l NA		blank because this is not a Lumen/CenturyLink customer, just someone who wishes to order service in the future.		blank because this is not a Lumen/CenturyLink customer, just someone who wishes to order service in the future.
my A	10/4/1022 13:10:37								10)4)101113.10.33	4520002					authorite who wants to order service in the lottere.
													Abandoned session means the agent could not complete data entry for this interaction in the ticketing system. Tool issue		
													means the ticketing system (tool) was not working properly (issue). In this instance the agent was able to use some process		Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to
#N/A	10/4/2022 17:07:49								10/4/2022 17:07:51	45144432	264855520	ABANDONED_SESSION.Tool Issue	to overcome the tool issues and did create a dispatch.	Other	add this level of detail. blank for unknown reasons, as this was a request by the
													Non-customer call means the person requesting assistance		customer to be provided with the reference number for the
													does not have an established account or service. Other internal indicates that it was a Lumen/CenturyLink employee		customer to be provided with the reference number for the dispatch created on the previous call where the agent had issues with the dispatch ticketing system, and customer was
#N/A	10/4/2022 17:23:17								10/4/2022 17:23:22	45146711	264862848	Non-Customer Call.Other Internal	who initiated this interaction.		
															Customer Education means the agent shared the technical knowledge and steps to understand and troubleshoot the issue reported. Issue resolved indicates the customer used
													No dial tone is heard when lifting the handset on any and		that knowledge to resolve the issue about which they had
#N/A	10/5/2022 10:50:37								10/5/2022 10:50:44	45195895	265056015	Phone Line.No Dial Tone - All Phones	every telephone at that location. Research account means the agent was seeking information	Customer Education.Issue Resolved	called. Research means the agent was seeking information about the
#N/A	10/5/2022 12:08:24								10/5/2022 12:08:25	45210156	264915578	Research Account	about the account. NDT is an acronym for No Dial Tone, and OOS is an acronym	Research	account. Agent created a request for a field technician to be dispatched
#N/A	10/5/2022 16:12:10								10/5/2022 16:12:23	45255283	265235715	NDT.OOS	for Out of Service.	Dispatched	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
													NA means Not Available and indicates in this instance that the		NA means Not Available and indicates in this instance that the
#N/A	10/5/2022 16:14:28								NA.	sf ticket null	NA	NA.	agent did not create a ticket in the ticketing system.	NA	agent did not create a ticket in the ticketing system.
													FASTFECTicketV1 is shorthand for an automated ticketing flow		
													for voice lines, and stands for Fast Front End Close Ticket Version 1. It means the agent determined there was not a		
													technical isue with the phone line or service and used the expedited method to close out the customer interaction in the		NA in this instance means Not Applicable as FASTFECTicketV1
#N/A	10/5/2022 16:16:40								10/5/2022 16:16:45	45256096	265234746	FASTFECTicketV1.FASTFECTicketV1	ticketing system.	NA	was invoked at the top level of the ticketing process.
													No dial tone is heard when lifting the handset on any and		Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to
#N/A	10/5/2022 16:17:06					1			10/5/2022 16:17:08	45256158	265235916	Phone Line.No Dial Tone - All Phones	every telephone at that location.	Other	add this level of detail.
													FASTFECTIcketV1 is shorthand for an automated ticketing flow for voice lines, and stands for Fast Front End Close Ticket		
													Version 1. It means the agent determined there was not a		
													Version 1. It means the agent determined there was not a technical issue with the phone line or service and used the expedited method to close out the customer interaction in the		Completed means the ticketing process was recorded as
#N/A	10/5/2022 16:19:26								10/5/2022 16:19:42	45256621	265236487	FASTFECTicketV1_FASTFECTicketV1	ticketing system.	Completed	completed.
													Subsequent indicates that the customer has already contacted		
													Lumen one time, and this contact is subsequent to that previous contact. Cancel indicates the open trouble report		Other indicates that the agent ticketing this interaction did not
#N/A	10/5/2022 16:28:14								10/5/2022 16:28:17	45258123	265242043	Subsequent.Cancel	from that previous contact was closed (canceled), in this instance due to the phone line once again having a dial tone.	Other	have any better option to pick from the set menu of choices to add this level of detail.
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,									323012					W. W
													Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on		
EN/Δ	10/5/2022 16:47:11								10/5/2022 16:47:26	45261455	265251022	Phone Line.No Dial Tone - All Phones	like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.	Dispatch Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
EN/O	,-,-321 1047.11								,-,2022 20.47.20	43102433	103231032		NA means Not Available and indicates in this instance that the		NA means Not Available and indicates in this instance that the
#N/A	10/5/2022 17:17:09								NA.	sf ticket null	NA.	NA.	NA means Not Available and indicates in this instance that the agent did not create a ticket in the ticketing system.	NA	NA means Not Available and indicates in this instance that the agent did not create a ticket in the ticketing system.
													Phone Line indicates the caller was discussing telephone		
													service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on		
#N/A	10/5/2022 19:20:59								10/5/2022 19:21:15	45276704	265306461	Phone Line.No Dial Tone - All Phones	any and every telephone at that location.	NA	NA means this field is not applicable to the cause selected.
													Phone Line indicator the caller was discussing telephone		
													service (as opposed to internet, TV, or value added services like E-mail). Phone Line indicates the caller was discussing		
													telephone service (as opposed to internet, TV, or value added services like E-mail). Gets cut off means the use of the		
													telephone is unexpectedly interrupted and the connection		Agent created a request for a field technician to be dispatched
IIN/A	10/6/2022 11:42:40					1			10/6/2022 11:42:44	45319112	265483229	Phone Line.Gets Cut Off	drops during telephony sessions.	Dispatch.Customer	(sent) to troubleshoot and repair.

								Phone Line indicates the caller was discussing telephone		
								service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on		Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to
#N/A	10/6/2022 12:35:44			10/6/2022 12:36:38	45328505	265515462	Phone Line.No Dial Tone - All Phones	any and every telephone at that location.	Other	have any better option to pick from the set menu of choices to add this level of detail.
								Rhone Line indicator the caller was discurring telephone		
								service (as opposed to internet, TV, or value added services like E-mail). Gets cut off means the use of the telephone is		blank indicates the agent did not have a descriptive selection, and in this instance there was a cable failure issue identified to the customer and the estimated time for the cable repairs to
zn/a	10/6/2022 12:49:03				sf ticket null	265520046	Phone Line. Gets Cut Off	unexpectedly interrupted and the connection drops during		the customer and the estimated time for the cable repairs to be completed was provided.
#N/A	10/6/2022 12:49:03				st ticket null	265520046	Prione Line. Gets Cut Off	telephony sessions.		Be completed was provided.
								Non-customer call means the person requesting assistance does not have an established account or service. No caller on		
#N/A	10/7/2022 10:43:56				sf ticket null	265853926	Non-Customer Call.No Caller On Line	does not have an established account or service. No caller on line means the agent could not hear anyone speaking to them.	Troubleshooting Obstacle.No Caller O	This disposition indicates that the agent did not hear a caller on the line.
								blank means the agent did not ticket the interaction in this		blank means the agent did not ticket the interaction in this
#N/A	10/7/2022 15:43:17				sf ticket null			instance. a test call from the PUC		instance, a test call from the PUC Agent created a request for a field technician to be dispatched
#N/A	10/8/2022 13:26:44			10/8/2022 13:26:46	45506442		Repair Flow - CSC	Agent used Customer Service Console (CSC) tool.	Dispatched	(sent) to troubleshoot and repair.
								Phone Line indicates the caller was discussing telephone		
								service (as opposed to internet, TV, or value added services like E-mail). No dial tone is heard when lifting the handset on		
zn/a	10/18/2022 12:42:52			10/18/2022 12:43:08	46344171	269464698	Phone Line No Dial Tone All Phones	like E-mail). No dial tone is heard when lifting the handset on any and every telephone at that location.	Disnatch Customer	Agent created a request for a field technician to be dispatched (sent) to troubleshoot and repair.
								Phone Line indicates the caller was discussing telephone service (as opposed to internet, TV, or value added services		Other indicates that the agent ticketing this interaction did not
								like E-mail). No dial tone is heard when lifting the handset on		have any better option to pick from the set menu of choices to
#N/A	10/25/2022 19:02:54			10/25/2022 19:03:10	47018496	271889538	Phone Line.No Dial Tone - All Phones	any and every telephone at that location.	Other	add this level of detail.
								Non-customer call means the person requesting assistance		Issue resolved means the caller's concern was addressed and
								does not have an established account or service. Tool issue indicates the repair agent had difficulty with the ticketing		Issue resolved means the caller's concern was addressed and resolved on the interaction. Other indicates that the agent ticketing this interaction did not have any better option to pick
#N/A	10/26/2022 17:17:02			10/26/2022 17:17:05	47129768	272262536	Non-Customer Call. Tool Issue	system.	Issue Resolved.Other	from the set menu of choices to add this level of detail.
								Phone Line indicates the caller was discussing telephone		
								service (as opposed to internet, TV, or value added services like E-mail). Transmission (Noisy Line) means that it is hard to		
						1		like E-mail). Transmission (Noisy Line) means that it is hard to carry on a conversation due to static, crosstalk, or other	1	Agent created a request for a field technician to be dispatched
#N/A	10/27/2022 18:38:07			10/27/2022 18:38:23	47248940	272674830	Phone Line.Transmission (Noisy Line)	undesirable audible interference.	Dispatched	(sent) to troubleshoot and repair.
						1		Out of scope of support boundaries (not something this agent	1	Agent either directed the customer of the proper entity,
						1		can assist with). Misdirect means customer contacted wrong	1	company, or department where assistance could be sought, or
zn/a	10/31/2022 11:45:51			10/31/2022 11:45:52	47436570	1	Out of Scone Misdirect	department, wrong company, or dialed wrong number or was transferred to this agent in error.	Transfer/Refer	initiated a direct transfer to that entity, company or department
#N/A	any sayawad 11.43.31			10/31/2022 11:45:52	4/436570		овго экореливанест		anater/Reter.	orper and III.
						1		Phone Line indicates the caller was discussing telephone	1	I
						1		service (as opposed to internet, TV, or value added services like E-mail). Transmission (Noisy Line) means that it is hard to carry on a conversation due to static, crosstalk, or other	1	T .
gas da	440/000405247			44/0/00			Manager Construction (1997)	carry on a conversation due to static, crosstalk, or other	Discrete Contract	Agent created a request for a field technician to be dispatched
#N/A	11/2/2022 10:53:17			11/2/2022 10:53:33	47669636	274351175	Phone Line.Transmission(Noisy Line)	undesirable audible interference.	unspatch.customer	(sent) to troubleshoot and repair.
								blank because on this first of three attempts, caller did not		blank because on this first of three attempts, caller did not
#N/A	11/2/2022 18:14:10			11/2/2022 18:14:17	47744113			reach an agent, and an agent is required to create a ticket		reach an agent, and an agent is required to create a ticket
								blank because on this second of three attempts, caller did not		blank because on this second of three attempts, caller did not
#N/A	11/2/2022 18:18:34			11/2/2022 18:18:46	47744452			reach an agent, and an agent is required to create a ticket		reach an agent, and an agent is required to create a ticket
								Status Update indicates that the customer has already		
								contacted Lumen one time, and this contact is subsequent to		
								that previous contact and the customer desires additional details. In this instance, the caller had been granted		Issue resolved means the caller's concern was addressed and
								permission to return an internet modem (Return Merchandise Authorization or RMA) and desired additional information		resolved on the interaction. In this instance the caller wondered about a shipment, and United Parcel Service (UPS)
#N/A	11/2/2022 18:20:10			11/2/2022 18:20:21	47744587		Status Update.RMA	about the return process.	Issue Resolved.Gave Tracking Info	information was provided to the caller.
								Out of scope of support boundaries (not something this agent		Agent either directed the customer of the proper entity,
								can assist with). Misdirect means customer contacted wrong		company, or department where assistance could be sought, or
may /a	11 /2 /2022 11:40-40			44 (2 (2022 44 50 04	47704334		Out of Course Mindows	department, wrong company, or dialed wrong number or was	Townstee (Defen	initiated a direct transfer to that entity, company or
#N/A	11/3/2022 11:49:48			11/3/2022 11:50:04	47794231		Out of Scope.Misdirect	transferred to this agent in error. Subsequent indicates that the customer has already contacted	Transfer/Refer.	initiated a direct transfer to that entity, company or department.
sn/A	11/3/2022 11:49:48			11/3/2022 11:50:04	47794231		Out of Scope.Misdirect	transferred to this agent in error. Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that	Transfer/Refer.	department.
sn/A					47794231		Out of Scope Misdirect	transferred to this agent in error. Subsequent indicates that the customer has already contacted	Transfer/Refer.	department. Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to
sn/A	11/3/2022 11:49:48			11/3/2022 11:50:04	47794231 48083787		Out of Scope Misdirect Subsequent.Status Only	transferred to this agent in error. Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Status only indicates the customer was	Transfer/Refer. Other	department. Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of detail.
EN/A					47794231 48083787		Out of Scope Misdirect Subsequent Status Only	transferred to this agent in error. Subsequent inclines that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Satus only indicase the customer was provided with a status update on an open trouble report ticket. Bood like indicates the customer and dispersion to electrons.	Transfer/Refer. Other	department. Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of add this level of this lattices that the agent ticketing this interaction did not
EN/A					47794231 48083787		Out of Scope Misdirect Subsequent Status Only	transferred to this agent in error. Subsequent inclines that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Satus only indicase the customer was provided with a status update on an open trouble report ticket. Bood like indicates the customer and dispersion to electrons.	Transfer/Refer. Other	department. Other indicates that the agent ticketing this interaction did not have any better option to pick from the set menu of choices to add this level of add this level of this lattices that the agent ticketing this interaction did not
an/A					47794231 48083787 sf ticket null	276201862	Out of Scope Affidirect Subsequent Status Only Phone Line, No Dial Tone - All Phones	Iranderred to this asent in error. Subsequent indicates that the customer has already contacted Lumen one time, and this contact is subsequent to that previous contact. Substancely indicates the customer was provided with a status only indicates the customer was provided with a status update on an open trouble report ticket. **Prone Like Indicates the culler was discussing steephone service (as so opened to internet. Ty, or your added envices like E-mail.) No dist tone is heard when lifting the handset on any and every relegation as that focation.	Transfer/Refer. Other	department. Other indicates that the agent ticketing this interaction did not have any better option to pick from the yet menu of horises to add this level of earth and 10 class to add this level of earth and 10 class in the interaction did not be an indicate that the earth and 10 classifies in interaction did not add the level of the earth and 10 class in interaction did not add this level of earth and in this interaction will not did this level of earth and in this interaction will not add this level of earth and in this interaction used a legacy to ticketing system to dispatch a field technican to repair the caller's neighbor's level.
BN/A	11/7/2022 12-40-10				47794231 48083787 sf ticket null	276201862	Subsequent Status Only	Insoferent to this agent in error. Software the many that the customer has already contacted tunen one time, and this contact is subsequent to that the customer has already contacted tunen one time, and this contact is subsequent to that a provision contact. Satisfact one only inflicitation to fundamental to include report 50.45. When the many time is the subsequent to the contact of the con	Trander/Refer, Other	decartment. Other locates that the agent listeding this interaction did not have they better option to give from the set mens of cholers to add the locate of detail. Name and the locate of locate of the locate of locate of the locate of loc
SN/A	11/7/2022 12-40-10				47794231 48083787 of ticket mull	276201862	Subsequent Status Only	Insoferent to this agent in error. Software the many that the customer has already contacted tunen one time, and this contact is subsequent to that the customer has already contacted tunen one time, and this contact is subsequent to that a provision contact. Satisfact one only inflicitation to fundamental to include report 50.45. When the many time is the subsequent to the contact of the con	Transfer/Refer, Other	decartment. Other locates that the appet toketing this interaction did not been key better option to gold from the set mean of cholers to eath the key better option to gold from the set mean of cholers to eath the key of detail. Make indicates that the key ent toketing this interaction did not have any better option to gold from the set mean of cholers to have any better option to gold from the set mean of cholers to did this level of clinic and in this instance used a flegary toketing system to disport a field technician to repair the confirmation from the confirmation to repair the confirmation to repair the confirmation to the confirmation to repair the confirmation to the confirmation to repair the confirmation to the confirmation to repair the confirmation that the confirmat
BN/A BN/A BN/A	11/7/202124-010 11/7/202214-14/2B					276201862	Subsequent Status Only Phone Line No Dial Tone - All Phones	Introducerd to this asset in energy. Society and in a second to the sec	Transfer/Refer. Other	decordinates. Other indicates that the agent tricketing this interaction did not have any better option to gick from the set interaction did not have any better option to gick from the set mensu of choices to add this level of detail. Johns indicates that the agent tricketing this interaction did not have any better option to gick from the set mean of choices to clark the option to gick from the set mean of choices to clark the option to gick from the set mean of choices to clark manifold the set of control options and did betterform to regard the cultimating values and option. And did betterform to program the clark manifold the set of control options and control options are controlled to the set of controlled the
EN/A EN/A EN/A	11/7/2022 12-40-10				47794231 48083787 sf ticket null	276201862 277699451	Subsequent Status Only Phone Line No Dial Tone - All Phones	Introducerd to this asset in energy. Society and in a second to the sec	Transfer/Fefer. Other	decartment. Other locates that the agent listeding this interaction did not have they better option to give from the set mens of cholers to add the locate of detail. Name and the locate of locate of the locate of locate of the locate of loc
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