

MARKETING

INFORMATION

Program Overview



Procedures



Q & A



Customer Survey



Used Equipment Inventory & Quote Form

Trade-In Program

and

Asset Recovery Service

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Program Overview

Save Money...Not Obsolete Hardware

AST is pleased to announce a whole new way to purchase new technology and maximize your budget at the same time. It's called AST's Trade-In Program & Asset Recovery Service. This value-added program from AST enables you to trade-in your old computer equipment, save money on the retirement and disposition costs and in most cases make money on your trade-in. This program allows you to maximize your budget for the purchase of new equipment – using state-of-the-art technology and delivering best-in-class performance – from AST, a global PC provider.

Why trade-in?

Today, approximately 60% of new computers are purchased to replace existing computers. According to the Gartner Group, "Companies that choose to sell outdated equipment themselves often experience unexpected difficulty and expense, and, without careful analysis of the activities required to dispose of PCs, I.S. managers can put as much effort into disposal as acquisition." It is estimated that the disposal of a PC could cost hundreds of dollars.



These costs include:

- Elimination of confidential or sensitive data and all software.
- Storage expenses for obsolete equipment.
- Accounting and administrative expenses to retire, sell or donate an asset.
- Preparation for pre-sale or donation of PC as well as post-sale/donation support.
- Risk of violation and non-compliance with EPA regulations for the disposal of hazardous materials.

Today, more than ever, companies are looking for the best solution to procure new technology while reducing costs. AST's Trade-In Program & Asset Recovery Service makes it easy, efficient, EPA compliant and cost effective. These services are designed to help you safely dispose of all types of PCs, recover value for your obsolete assets, and apply the *cash* you receive toward the purchase of new AST computers.

What are the Benefits?

- It's an easy, efficient, EPA compliant and cost-effective method to retire assets.
- Recover value from your obsolete assets and re-invest your trade-in dollars in new technology.
- Maximize your computer budget by deducting the trade-in value from the purchase price of new AST computers.
- Trade in as many computers as you like, any brand, and purchase the latest technology from AST.
- AST alleviates your worries with EPA compliant disposal of non-functional equipment and eliminates your exposure to costly fines.
- AST's program reduces your storage, disposal, administrative and post-sale/donation support costs.

Who Will Best Utilize This Program?

- Those who are upgrading to Windows® 95, Pentium® processor systems or multimedia solutions.
- Those migrating to Windows NT® or other 32-bit applications.
- Those purchasing 50 or more new computers.
- Those who have the 25 or more existing units in their inventory for trade-in.
- Those with no current plans for disposal, storage or resale/donation of existing units.
- Those with no storage space to hold equipment or the resources to manage its disposal.
- Those whose current equipment has little or no "book value."
- Those looking to save money and resources to fully maximize their budget.

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It's Easy!

AST offers leading-edge technology with superior quality, price and performance. It's never been easier to own AST computers!

With AST's Trade-In Program, you may trade-in as many systems as you like (25 minimum) and make a qualifying purchase of new AST computers (50 minimum). AST's Trade-In Program allows you to trade-in everything from PCs, monitors and printers to PC peripheral options and fax machines.

AST will purchase your AST or competitor brand computer equipment (386 and higher) and either apply the trade-in value towards your new equipment invoice or send the cash back directly to you.

The process begins with your phone call to AST. We'll send you a Used Equipment Inventory form to list the equipment you wish to trade-in. Within 5 business days, we'll provide you with an estimated quote for your used equipment good for 30 days.

It's Efficient!

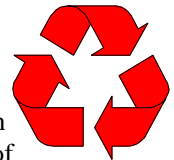
The AST Asset Recovery Service (ARS) agent will arrange to pick up your equipment once we receive the signed AST Used Equipment Purchase Agreement. To save you even more time and resources, AST also offers the *Pack-It and Pick-Up Service* to ensure the equipment is properly packed and shipped to arrive at the ARS facility safely and without damage.



The ARS facility will test your used equipment for its functionality, then report back to you the equipment's final assessed value.

It's EPA Compliant!

As an environmentally aware manufacturer, AST understands the importance of adhering to EPA regulatory guidelines. For any non-functional equipment you trade-in, we'll provide a destruction certificate acknowledging its proper disposal according to EPA Guidelines eliminating your risk of exposure to fines.



It's Cost Effective!

MAXIMIZE YOUR BUDGET



No matter what size your organization, you'll find AST offers the right products and services to meet your computing needs. These days, a growing number of users are demanding more sophisticated technology for business applications. Now the AST Trade-In Program and Asset Recovery Service helps meet those demands more cost effectively.

Protect your investment!

By participating in AST's Trade-In Program & Asset Recovery Service, you receive cost-saving benefits while maximizing your budget. AST focuses on protecting your investment now and in the future. So when it's time to upgrade – 12, 24, or 36 months from now – AST will be there to accept your trade-in equipment and protect your investment once again!

Best of all, you won't have to worry about what to do with your obsolete equipment, including storage, disposal and administrative expenses. AST's Trade-In Program & Asset Recovery Service takes care of everything AND offers real savings to your bottom line.

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1. Request and complete the "Used Equipment Inventory Form" plus Customer Survey and fax to your AST Sales Rep or Fax to ATTENTION: AST Trade-In Desk at 714/727-7630.
2. Within 5 business days, AST will send you a customized quote. A trade-in minimum of (25) systems is required for program participation. AST will accept and quote all manufacturer systems. The quote can, at your request, include the AST Pack-It + Pick-Up Service, covering packing, pick up and shipping of your used equipment to one of the AST testing facilities..
3. Your AST representative will provide you with pricing of new AST computers. You must purchase 50 or more new AST computers, in any combination, to participate in the trade-in program.
4. Once you decide to move forward with the trade-in, we will forward an AST Used Equipment Purchase Agreement for your review and signature. Once we receive the signed Purchase Agreement, we will arrange for shipment of your equipment to the ARS testing facility
5. AST has two shipping options for you to choose from:
Option 1: You de-install and stage equipment for pick-up in a central staging area and AST includes with your quote the packing, pick-up, and the cost of shipping – minimum 25 per location. If you have multiple locations, we will provide you a separate quote per zip code.
Option 2: You de-install and stage equipment for pick-up in a central staging area and contract for packing, pick-up and shipping.
6. Once the equipment arrives at the Asset Recovery Service (ARS) facility, the equipment is inspected and tested. Equipment must be in "working condition" to receive the quoted value; however, AST will cost effectively dispose of non-working equipment. Any discrepancy found in final valuation testing due to its working condition, actual system configuration or damage to the unit will be reported back to you with a final equipment valuation "Pre-Settlement Report."
7. Within 15 working days of equipment arrival at the ARS facility, the Pre-Settlement Report will be issued. The Pre-Settlement Report provides details of final valuation of each system, identifying each unit received (i.e., CPU with keyboard and mouse, monitor, printer, etc.) by serial number, asset tag, manufacturer/model and configuration, as well as the final value of that unit along with the method of disposition (i.e., recycled or destroyed). The Pre-Settlement Report will detail any reasons for discrepancies between quoted value and final assessed value after inspection and testing.
8. Final sign off of the Pre-Settlement Report and acceptance of final assessed equipment valuation, plus proof-of-purchase of qualifying new AST computers, will be required before final payment is released.
9. Program participation requires a trade-in minimum of 25 units plus a qualifying purchase of 50 new AST systems in any combination of desktops, laptops or servers.
10. Payment:
Option 1: Payment by check directly to your company or department(s) within your company.
Option 2: Payment check may be endorsed or assigned to your designated reseller, so trade-in cash can be applied as a credit discount off your new equipment invoice.
11. Settlement Package: Your payment, along with the final Settlement Report, equipment asset tags and Certificate of Indemnification for EPA disposal, is remitted 35-45 days after equipment arrival at the ARS facility.

**For more information, contact your AST Account Representative,
or Call the AST Trade-In Desk at (714) 727-8854, 8822 Fax: 714/727-7630
AST Computers 16215 Alton Parkway, Irvine, CA 92618**

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Q & A

Can you give us an idea of Asset Disposal and Retirement Costs?

Service	Estimated Cost *	Trade-In
Labor: Presale/donation Preparation , Test, Erasure of Hard Disk Company Data and Software license	\$ 80 hr @ 1.5 hr	Included
Labor: Accounting & Admin, Asset Retirement Inventory, Asset Tag removal, Asset Retirement (Settlement) Report	\$ 22.50 per unit	Included
Packing Material including Box for each unit	\$ 7.50 per unit	Pack+ship
Shipping, freight charges, Insurance (22 lb. ea.)	\$ 17.50 per unit	Pack +ship
Destruction of non-working units according to EPA Guidelines	\$ 15.00 per unit	Included
Storage of obsolete hardware (\$15 per mo. x 3 months avg time to process and dispose)	\$ 45.00 per unit	Removal
Estimated Asset Retirement costs per unit	\$ 230.00 per unit	Included
EPA violations for disposal of hazardous materials	\$ EPA Fines	Certificate of Indemnity

* Source Tokai Financial Services, Inc.

How can the AST Trade-In program and Asset Recovery Service save you expenses related to asset retirement?

The AST Trade-In and Asset Recovery Program is a value-added service that saves you the time, resources and much of the expense of equipment retirement and disposal. This service includes the performance and documentation of critical processes necessary to properly account and dispose of technology assets. Included is the erasure of all your hard drive data, including software, as well as all company confidential data. This will save your organization the time and resources to ensure this critical process is completed. The Asset Retirement "Settlement Report", generated after equipment testing and inventory, will document all your equipment by serial number, asset tag, actual configuration and method of retirement, recycled or destroyed and Certificate of Indemnification for destroyed assets.

All logistics of physical removal is handled with the AST Pack-it and Pick-up Service Option. Whether your equipment is in one or multiple locations, we will arrange to Pack-it + Pick-up and ship it to the testing facility, saving you the expense, labor and resources necessary to properly pack your equipment to arrive safely at the testing facility.

Who is responsible for filling out the information on the Used Equipment Inventory Form?

The customer, reseller or AST may fill out the form. The customer must sign the form acknowledging information is accurate, including system configuration, condition of equipment, damage, etc.

What equipment is eligible for trade-in ?

AST's Trade-In Program allows you to trade-in everything from PCs, monitors and printers to PC peripheral options and fax machines. Any manufacturer brand. However, in order for equipment to be eligible for cash back, CPU's must be 386 and higher and the equipment must be in working order with only minor cosmetic damage Non-working equipment or CPU's 286 and below are not eligible for cash back, but will be disposed of properly, eliminating your storage expense and exposure to EPA fines.

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Define what is considered a “system.”

A CPU or “system” must include a processor, RAM, hard drive, floppy drive, keyboard and mouse. If any system tested is found to be missing any of these components, or the actual configuration differs from the quoted configuration, a discrepancy will be noted on the “Pre-Settlement Report” and the quoted price adjusted. If it is determined that it is not economically feasible to replace or repair any system components, you will be given the choice of having the system disposed of according to EPA Guidelines or having the equipment returned to you at your expense.

Define “working condition ”and “minor cosmetic damage.”

Equipment must be in “working condition” with only “minor cosmetic damage” to receive the quoted value; however, we will cost effectively dispose of any non-working or damaged equipment. “*Working condition*” is defined as equipment that passes the “Check It” software test. *Minor cosmetic damage* defined as minor scratches or nicks on the case. Equipment damage, such as cracks, missing bezels or discoloration due to smoke or screen burn on the monitor, must be disclosed on the Used Equipment Inventory Form in order to be properly appraised at quote time or a discrepancy will be noted and quoted value adjusted.

Is there a minimum trade-in and qualifying new system purchase requirement?

Yes, a minimum trade-in of (25) units plus a qualifying order for at least (50) new AST computers is required for program participation. A purchase can consist of any combination of AST notebook, desktop or server products.

How long is the quote valid for and what happens if scheduling slips?

The quote is valid for 30 days, which means the equipment quote must be accepted, AST Purchase Agreement signed, and equipment shipment in process within 30 days of quote. If equipment is not received within 30 days, original price quote will require re-confirmation. If equipment is not received in 60 days, the Purchase Agreement is automatically canceled and a requote will be necessary. Requoted value may or may not change depending on the type of equipment you wish to trade-in. However, if we are in the process of executing a trade-in and equipment is in transit, AST will confirm any changes that may arise due to time delays. We understand there may be unforeseen issues caused by scheduling and delivery of new systems as well as logistics with old systems. The AST Sales Reps and AST Trade-In Desk are prepared to assist you every step of the way to ensure smooth transitions.

What if your upgrade plan spans several months and exceeds 60 days ?

AST would be happy to work with you on your upgrade “project” by scheduling system trade-in over a longer period of time. However, keep in mind that the value of hardware decreases rapidly. The sooner you can retire your obsolete hardware, the more cash back and retirement savings you will be able to realize and reinvest.

What happens if AST finds a discrepancy between the equipment received, inspected and tested versus the original quoted configurations?

The Asset Recovery Service (ARS) facility will inspect, inventory and test all of your used equipment. Any discrepancies found in final testing due to the working condition, actual system configuration or damage to the unit will be reported back to you with a equipment valuation “Pre-Settlement Report.” The Pre-Settlement Report will be issued detailing final valuation of each system after testing, identifying each unit received by serial number, manufacturer/model and configuration as well as the final value of that unit along with the method of disposition (i.e., recycled, destroyed). The Pre-Settlement Report will detail any discrepancies between quoted value and actual value after inventory and testing. Final sign-off of the Pre-Settlement Report and acceptance of final equipment valuation, plus proof-of-purchase of qualifying new AST computers will be required before final payment is issued. In

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the event a final settlement cannot be reached, you will have the option of having the equipment returned to you at your expense.

How long will the entire process take and what will be remitted to you when the process is complete?

Within 35-45 days of equipment arrival at the ARS testing facility, acceptance of the final equipment valuation and receipt of your qualifying Proof of Purchase, you will receive the Final Settlement Package. The package will include the final accepted Settlement Report, as well as any physical asset tags, the Certificate of Indemnification and the trade-in payment check or credit.

What are the EPA guidelines for disposal?

Code of Federal Registry- 40 CFR Parts 148,261,268,271
RIN 2050 AE05 Land Disposal Restrictions- Phase IV- Rule 261.4 (14)

Shredded Circuit Boards

Hazardous waste- mercury switches, nickel and lithium batteries

Shredded circuit boards being (destroyed) recycled must be:

(I) Stored in containers sufficient to prevent a release to environment prior to recovery; and

(ii) Free of mercury switches, mercury relays and nickel-cadmium batteries and lithium batteries (on motherboard)

Removal and destruction must be handled by Licensed Hazardous Waste Refiner and disposed of in EPA designated Hazardous Waste landfills

Monitors

Hazardous Waste- Lead

Removal of tube in vacuum environment to prevent lead from leaking

Removal and destruction must be handled by Licensed Hazardous Waste Refiner "certified" specifically for monitors and disposed of in EPA designated Hazardous Waste Landfills

What guarantee will be provided that equipment was disposed of according to EPA Guidelines

Included in your Final Settlement Package will be a Certificate of Indemnification that indemnifies you against any liability under the Comprehensive and Environmental Response Compensation and Liability Act, 42 US.SEC 9601 or any similar state "superfund" law arising from the disposition and/or destruction of equipment.

Why doesn't AST provide a generic price list for used product trade-in values?

Technology changes rapidly and the value of old technology depreciates on a month by month basis and every time a new processor is announced. To ensure the best price for the customer's used equipment, we have chosen to quote the customer for their specific configurations at the time they are ready to trade-in.

Why should companies trade-in instead of selling to employees?

There are several risks you should consider. First, there is employee dissatisfaction due to nonfunctioning, out-of-warranty products that often are too expensive to repair or, in the case of outdated hardware, cannot be repaired. Another risk is that of EPA noncompliance for disposal if you do not have control over the asset. AST would be happy to talk to you regarding an AST Employee Purchase program that can offer your employees new AST Computers.

What about charitable donations?

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There are several risks you should consider before donating equipment. First, unforeseen and hidden costs often surface after the donation in regard to support due to nonfunctioning, out-of-warranty products that often are too expensive to repair or, in the case of outdated hardware, cannot be repaired. Second, you risk EPA noncompliance for disposal if you do not have control over the asset. And finally, there are rules concerning the amount of contribution that may be deducted if the equipment being donated has already been fully depreciated. Please contact your business advisors for specific rules.

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6/6/97

AST[®]
COMPUTER

Customer Survey

Company

Customer Contact

Address

City

State

Zip

Phone and FAX

E-mail Address

AST Rep and Region

Phone and Fax

If you are interested in receiving a Trade-In quote and Cost Analysis, please complete the enclosed survey and submit with Used Equipment Inventory Quote form.

New system Upgrade Plans:

1. Do you have plans to upgrade and replace your current computer systems? _____yes_____no
2. How many systems will you be replacing? _____ 1997 _____ 1998_____other
3. What systems are you planning to upgrade to? _____# Pentium Pro _____# Pentium II _____# MMX_____other
4. What percentage will be _____% Desktop? _____% Notebook? _____% Server?
5. What Operating systems/apps will you be upgrading to? _____Windows® 95 _____ Office 97® _____Windows NT®
other _____
6. When do you plan to start upgrading? _____complete upgrading? _____
7. Have you purchased your new computers yet? _____yes _____no _____evaluating
8. If evaluating, what vendors are you evaluating? _____
9. When to you plan on purchasing your new systems? _____
10. Are you considering leasing future systems? _____yes _____no
Have you leased systems before? _____yes _____no
Reason for leasing? _____technology obsolescence protection _____technology refresh _____ financial budget
other _____
11. Do you have a leasing company you currently do business with? _____yes _____no
12. If yes, what lease company? _____

Current system environment:

1. Do you have obsolete computer systems that you plan to retire? _____yes _____no
2. Approximately how many systems do you plan to retire? _____# start _____complete _____
3. How many approximately are _____386's? _____486's? _____MACs? _____other?
4. Are the obsolete computers in working condition? _____% yes _____% no _____% don't know
5. Are your obsolete computers currently installed on the desktop or in storage? _____% desktop _____% storage
6. Are they fully depreciated? _____% yes _____% no _____# years remaining

Asset Retirement and Disposal Plans:

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Customer Survey

- What are your current disposal plans for your old computers? (check all that apply)
 sell to employees _____ donate to charity _____ keep in storage _____
 spare parts inventory _____ developing a plan _____ don't know _____
 Other disposal plans _____
- Do you know what your asset retirement and disposal costs are? _____ yes _____ don't know
- Have you budgeted for asset retirement? _____ yes _____ no _____ don't know
- Do you have the internal resources to delete data and software license, retire the asset by serial number and asset tag, and make sure you are following EPA guidelines? _____ yes _____ no
- Are you aware that computer equipment contains hazardous materials and must be disposed of according to EPA Guidelines? _____ yes _____ no

Old system De-installation Plans:

The quote you receive from AST is good for 30-60 days and trade-in equipment must be received at our testing facility within that time frame or a re-quote will be necessary.

- Is old equipment available for trade-in immediately? _____ yes _____ # of units _____ date
- If not when would equipment be available? _____
- If you prefer, we can work with you on trade-in schedule. Please estimate what number or % of your old systems will be available for trade-in and the date they would be available.
 1) _____ # units _____ date 2) _____ # units _____ date
 2) _____ # units _____ date 3) _____ # units _____ date

Packing of old equipment and pick-up:

- Do you have a central staging area for pick-up? _____ yes _____ no. What floor is it located on? _____
- Does the central staging area have dockside access? _____ yes _____ no
- Do you have boxes PLUS packing material for old systems? _____ yes _____ no
- Do you have a minimum of 25 units per location? _____ yes _____ no

Payment Options

- Do you want payment made directly to _____ your company? _____ your Reseller for credit off invoice?

Program Value - How would you rate the value of the following services and overall program? (10 highest)

Trade-In and Asset Recovery Service	Value Scale 1-10	Comments
1. Asset Retirement Inventory Reports, asset tag removal, erasure or hard drive, software, data		
2. Asset Retirement Settlement Reports		
3. EPA Certificate of Indemnity		
4. Save money on above retirement and disposition		
5. Make money on trade-in equipment		
6. Overall benefit of this program and service		

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Used Equipment Inventory & Quote Form

Date

Company

Customer Contact

Address

City

State

Zip

Customer Phone and Fax

Customer E-mail Address

AST Rep and Region

Phone and Fax

AST Reseller and Contact

Phone and Fax

Qty	Mfg./Model & part number	Processor MHz/Speed	RAM	Hard Drive Size	Floppy Density	Monitor Mfg., size	Working Yes / No	Trade-In Price*

CPU is defined as having a processor, RAM, hard drive, floppy drive, keyboard and mouse.

Are there any missing pieces or damaged parts? _____yes _____no. If yes, please describe below:

Please complete Inventory form, answer all questions on next page, sign and

Fax to 714/727-7630 Attn: Trade-In Desk or call 714/727-8854,8822

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Used Equipment Inventory & Quote Form

Please provide the following information along with the completed Inventory Form:

1. Is your purpose in requesting a quote for: _____ estimate only? _____ future planning? _____ cost analysis?
2. Decision timeframe: _____ Immediate decision (30 days) _____ 60 days _____ 90 days _____ other (specify) _____
3. Will equipment be available within _____ 30 days? _____ 60 days? _____ date available? _____
Do you want to schedule trade-in over a period of time? _____ yes _____ no
If yes, estimate how many units per month? _____ # starting _____ ending _____
4. Do you want pack-it + pick-up and shipping included with quote? _____ yes _____ no (if multiple locations, complete #5)
What are the total number of units? _____ at how many different locations? _____
What are the number of units at the pick-up location? _____ zip code of pick up location? _____
Do you have a central staging area for pick-up? _____ yes _____ no
Does the central staging area have dockside access? _____ yes _____ no, or is staging area inside? _____ floor _____
Do you have boxes PLUS packing material for old systems? _____ yes _____ no
Do you want AST to quote: _____ Boxes + packing material for old systems? _____ Packing service? _____
5. If you have multiple locations, separate pack-up+pick-up and shipping charge can be quoted for each location.
Include a zip code listing with # of units at each location to receive shipping estimate and services required (yes/no)
_____ zip code _____ Staging area _____ Dockside _____ Inside/Floor _____ Boxes needed _____ Packing needed _____
_____ zip code _____ Staging area _____ Dockside _____ Inside/Floor _____ Boxes needed _____ Packing needed _____
_____ zip code _____ Staging area _____ Dockside _____ Inside/Floor _____ Boxes needed _____ Packing needed _____
6. Will sensitive data and software be erased before trade-in? _____ yes _____ no
If no, do you require your hard drive be erased and sanitized during final testing at ARS facility? _____ yes _____ no

• Please Note:

1. This is a quote only, valid for 30 days. Price quoted subject to final equipment testing and evaluation and may vary depending on actual configuration of systems, working condition and damage to units.
2. Optional Pack-it + Pick-up and shipping service available. If multiple locations, separate pack-n-pick-up charge will be quoted per zip code. Please provide unit count and zip code listing. Packing and Shipping charges will be deducted from final payment.
3. Used Equipment Purchase Agreement must be signed by customer before shipment of equipment to testing facility authorized.
4. Pre-Settlement Report issued within 15 days of equipment arrival at testing facility listing all equipment received by S/N, configuration and assessed final value.
5. Final payment made 35-45 days after equipment arrival at testing facility and with Pre-Settlement Report acceptance by customer plus receipt of Qualifying Proof of Purchase of new AST systems (50 minimum).

Company _____

Customer signature _____ Date _____

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Used Equipment Inventory & Quote Form

[illegible]

Company_____

Customer signature_____ **Date**_____

**Please complete this form along with Customer Survey
and FAX to 714/727-7630 Attn: Trade-In Desk or call 714/727-88548822**

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