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Measuring Customer Service Effectiveness Sarah Cook,2004 Sarah Cook's down to earth guide provides the rationale behind measuring service effectiveness and explains the measurement process from start preparation to finish managing the results *The Industrial Reorganization Act: The communications industry, hearings held on July 9, 30, and 31, 1974* United States. Congress. Senate. Committee on the Judiciary. Subcommittee on Antitrust and Monopoly,1974

Amendments to the Communications Act of 1934 United States. Congress. Senate. Committee on Commerce, Science, and Transportation. Subcommittee on Communications,1979 *The Miscellaneous Reports* New York (State). Superior Court (New York),1926 **Journal of the Senate** Illinois. General Assembly. Senate,2005 **The Australian Law Times** ,1896 **The York Legal Record** ,1918 A record of cases decided in the courts of York County Pa with reports of important cases in other counties and abstracts of decisions made throughout the state **The Freight Traffic Red Book** ,1927

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