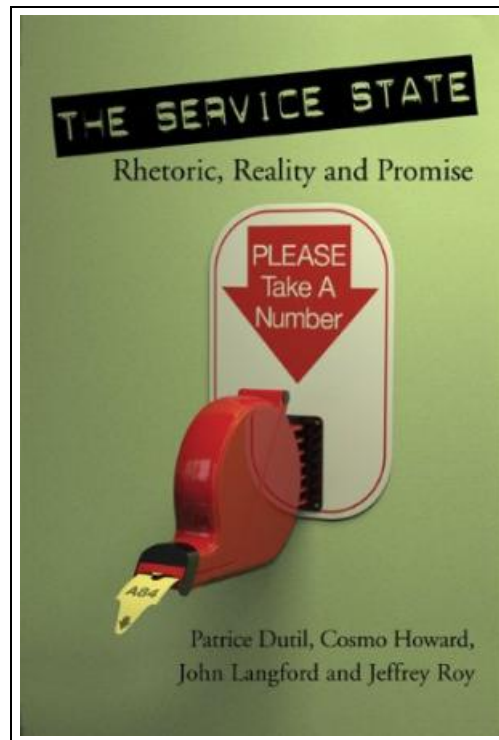


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## THE SERVICE STATE: RHETORIC, REALITY AND PROMISE



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