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[PEPPERS D. & ROGERS M., 1993] Peppers

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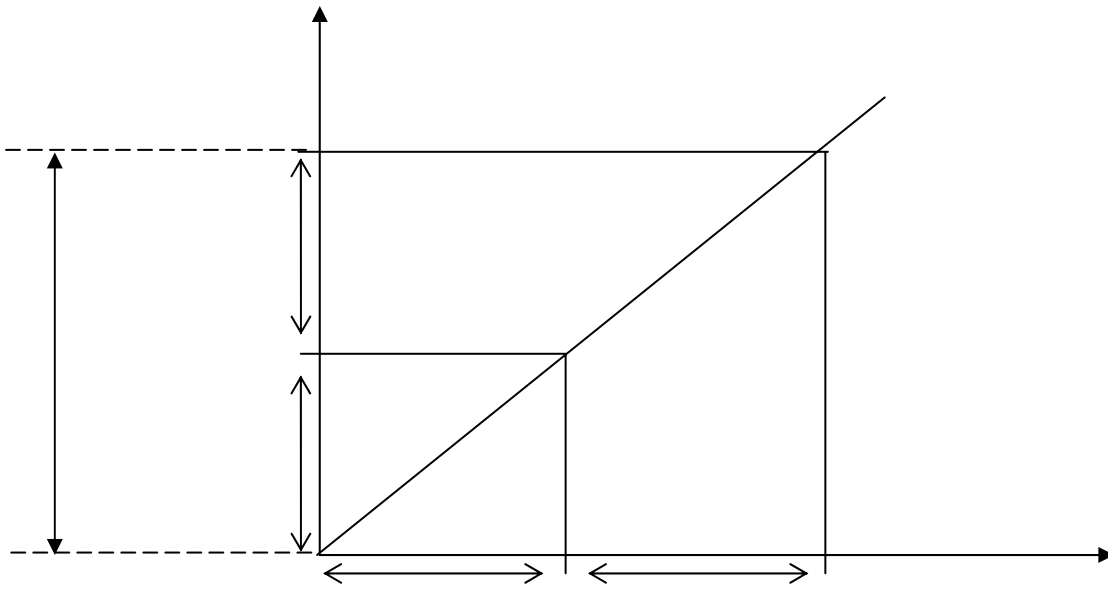
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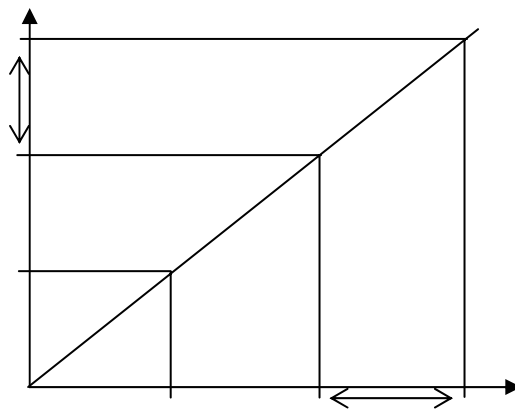


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[PEPPERS D. & ROGERS M., 1993] :

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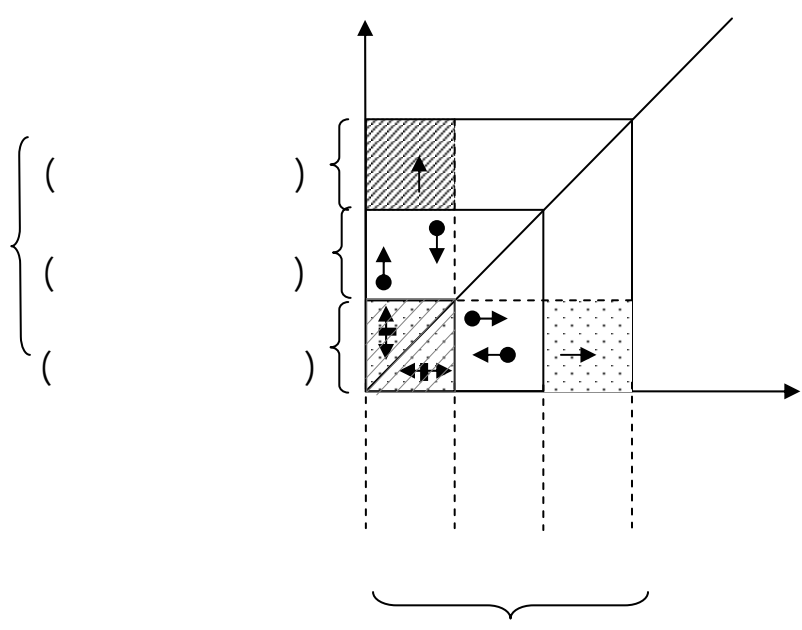
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<sup>36</sup>Lynda M. Maddox

[DOWLING P. J. et Al, 1996]

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[SARKAR M.B. et Al., 1995] SARKAR

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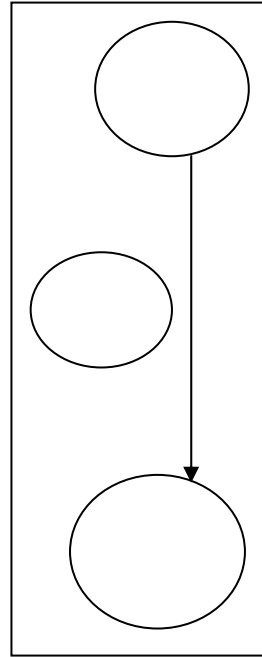
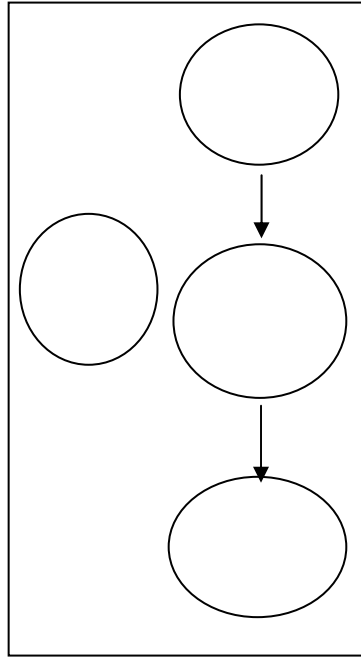
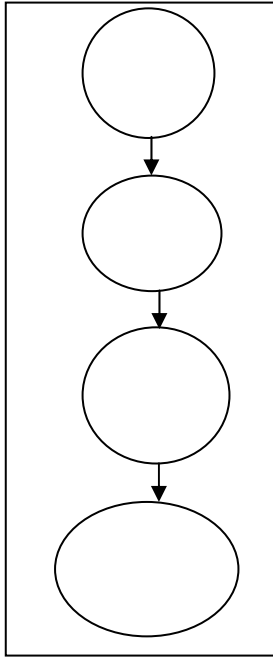
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<sup>39</sup>American Airlines

<sup>38</sup>John Wiley

www.compaq.com

www.wiley.com - <sup>38</sup>  
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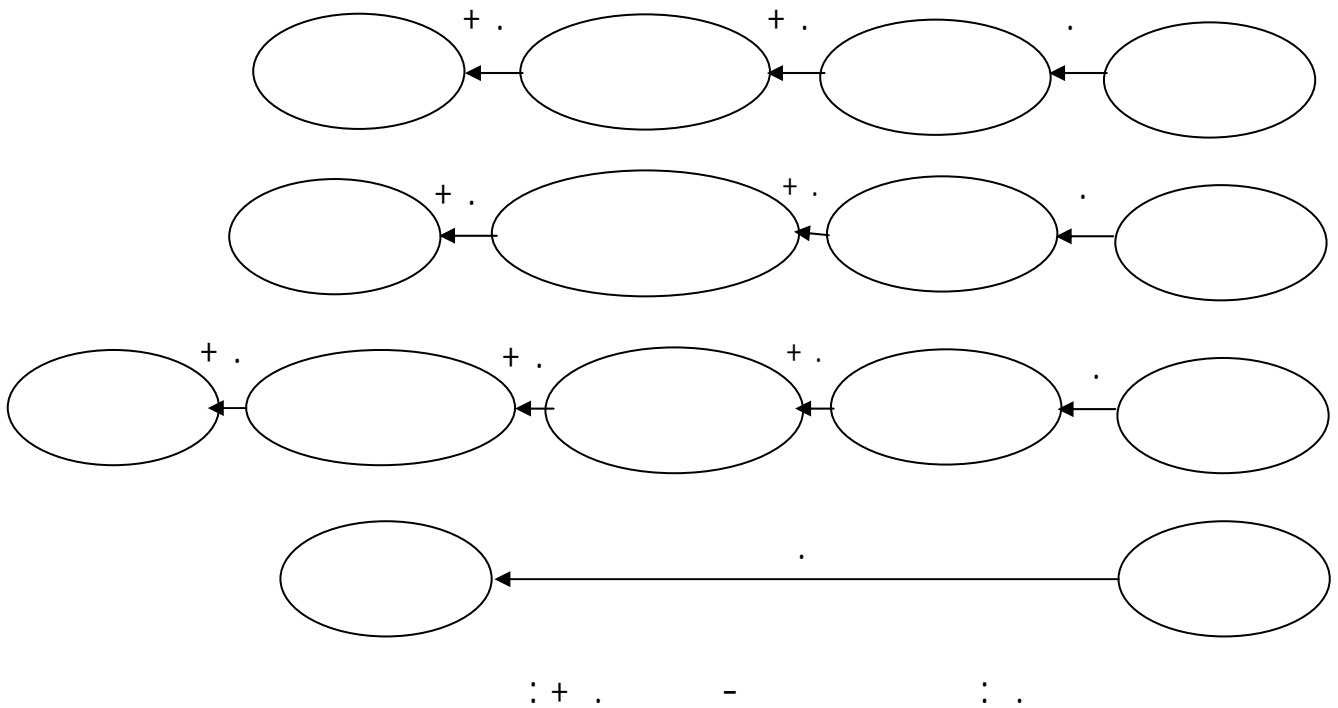
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[MOGAYAR W., 1996] Walid Mougayar

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*Microsoft*

<sup>40</sup>(Encyclopédie Encarta)

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(" Producer-to-consumer — "

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-01/08/2000, <http://www.journadunet.com/AFP/000731napster.shtml>  
-01/08/2000, <http://www.journadunet.com/AFP/000727napster.shtml>