

## New forms of employment Crowd employment, Lithuania

Case study 16: Lingjob

*The concept of ‘crowd employment’ is so new in Lithuania that it is too early to gauge its impact; however, given the country’s comparatively low wage levels, crowd employment pioneer Lingjob is likely to increase the number of its foreign clients.*

### Introduction

Crowd employment is a rather new phenomenon in Lithuania, with the first Lithuanian-operated crowdsourcing platforms dating back no further than 2013. Possible reasons for the limited popularity of this form of employment are the small market size in the country, high start-up costs, and different concepts of what it is.

There are few people in Lithuania who are aware of crowdsourcing, and even fewer who agree on what it is. The individuals interviewed for this case study have had first-hand contact with (or at least academic knowledge of) crowd employment, and still saw it in different terms. For some, it refers to companies or institutions using the internet to secure various solutions to a specific problem. For others, it describes a situation where people join forces globally to use various methods for completing different types of tasks, usually ICT-related, and bypass the middleman (such as banks, in the case of crowdfunding). For yet others it means a type of internet auction for some kind of creative work where the winning bid is decided after the work is completed, and none but the winning bidder gets paid for their work. Furthermore, since crowd employment, even in English, is not yet a common term to refer to the exchange of services for money using crowdsourcing platforms, people often do not see it as an employment form, but instead as something related to crowd-solving issues – paid or unpaid. In Lithuania specifically, users of crowd employment platforms see them as merely another channel through which freelancers can obtain work; not entirely different from answering traditional advertisements.

The few existing references to examples of crowdsourcing in Lithuanian online media refer to it as ‘mobile work’ and do not distinguish sellers on a crowdsourcing platform from traditional freelancers (*Eurodesk Lietuva*, 2013); the terms ‘entrepreneurial platform’ (VDU, 2013) and ‘freelancing portal’ have also been used when referring to a crowd employment platform (*Voruta*, 2013).

Up to January 2014 there were few crowdsourcing platforms in Lithuania, with varying ‘depths’ of collaboration between freelancers and clients. At one end of the spectrum are platforms that serve merely as online yellow-pages (for example, *raskgreitai.lt*) and provide only a description of services and contact information of the providers, to advertising platforms where freelancers can showcase their work through video, audio and text (for example, *versliukai.lt*). At the other end of the spectrum, there are the platforms that facilitate service-payment exchange between

freelancers and clients, where all the steps from announcing a task, completing the work and exchanging payment for it take place through the platform itself (for example, [lingjob.com/lit](http://lingjob.com/lit)). One of these platforms ([versliukai.lt](http://versliukai.lt)) plans to launch a monetisation system after securing enough users. Another one ([kurejuagentura.lt](http://kurejuagentura.lt)), attempted monetisation but later deactivated this service, allowing freelancers to use it for advertising their services instead. This illustrates the difficulty of controlling the work and payment process through the platform itself. These crowdsourcing platforms also vary in terms of the type of services they facilitate, ranging from creative, or text-related, to physical tasks.

This study is based on interviews with two sellers and two buyers on the Lithuanian crowd employment platform Lingjob ([www.lingjob.lt](http://www.lingjob.lt)), a representative of the platform's management, as well as an external expert on virtual communities.

## **General characteristics of Lingjob**

Lingjob is one of the pioneers of crowdsourcing in Lithuania. Launched in May 2013, the platform is administered from Vilnius with a back office in Šiauliai in northern Lithuania, where the IT programmers are based. Additionally, Lingjob has a branch in London that serves for representative purposes, but may play a more central role if it succeeds in its plan to expand to foreign markets, primarily the UK. Lingjob, a for-profit company backed by private capital to sustain it through the growth stage (expected to last through 2014), is set up as a subsidiary of a Lithuanian-based IT company.

Lingjob operates in both Lithuanian and English and primarily as a specialised platform for text-related services designed to commission, share, buy, sell, create, translate and proofread written content. The scope and nature of jobs posted varies greatly from writing a slogan to creating the content for (or translating) an entire website. However, assignments typically do not exceed a couple of hours of work. In January 2014, there were just under 3,000 users, including sellers and buyers from Lithuania and abroad.

Buyers registered on Lingjob are mostly Lithuanian, but there are also some international small and medium-sized NGOs, start-ups and online businesses that lack internal capacity for the specific tasks that can be commissioned through the platform, or private individuals commissioning work on their own behalf. For example, from the interviewed organisations, one private company consisted of one full-time employee; and another, an NGO, comprised fewer than 30 staff. The people representing such organisations are aged 25 and up and typically older than the sellers. Most buyers at this early stage of Lingjob's operations started using the platform based on an invitation from somebody associated with the organisation itself, making it difficult to gain a picture of a typical buyer.

Sellers include a wide range of individuals, mostly from Lithuania, such as students, teachers, copywriters, translators and lawyers. These are typically young, tech-savvy people aged 18–35, and there are more women than men. For most sellers, tasks performed on Lingjob give them an income while they are studying, or top up the salary from their main job, or serve as a source of income between jobs. For one seller, doing work via the platform was a last resort, just a step above registering with the Labour Exchange. This form of employment is likely to attract individuals with family or other responsibilities as it allows for a better work–life balance than traditional employment.

## **Design and implementation process**

### **Design and piloting**

As it is a new phenomenon, there is no central organisation administering or monitoring crowd employment platforms in Lithuania. Such platforms here, as elsewhere, are created mostly

because of pull factors. Firstly, without the technological advances and increasing ubiquity of the internet this phenomenon would not exist. Secondly, it facilitates more flexible working arrangements and allows freelancers to take their business to foreign, better-paying clients using skills that many Lithuanian youths have, such as proficiency in English. According to a representative study in progress at January 2014, while only around 2% of Lithuanians were engaging in full-time mobile work, as many as 8% would like to work virtually (ISSP-LT, forthcoming). This may be even more popular among young people, and is likely to become commonplace for future generations.

Lingjob was founded to fill a gap in the Lithuanian market for high-quality, low-price, text-related services. The impetus to start it came about while the CEO was involved in a business accelerator, an early stage investment programme to set up another business, and faced the problem of where to get assistance with preparing all the documents related to starting a business, and getting good quality and reasonably priced text and translation services. After returning from the accelerator, he developed Lingjob based on desk research on the good practices of foreign platforms.

The piloting stage, with the initially developed version of the platform, took more than 18 months. The launch took place later than planned in order to rid the system of technical bugs. Then, three months after the launch, the platform was changed significantly, mostly through the development of content sharing and selling functions, because of user feedback. Six months on, the processes are settled and the platform is prepared to handle a variety of possible situations.

While sellers have found the platform either via online banners, or through a friend or colleague's recommendation, all interviewed buyers were referred to the platform through a personal connection. The workers interviewed for this case study joined the platform for access to freelance work and to be able to network with clients, whereas for clients it was a fast, efficient and cost-effective way to commission text-related tasks that could not be done in-house. For most sellers and buyers Lingjob was the first crowdsourcing platform they had tried. However, one seller mentioned considering Amazon's Mechanical Turk and then opting for Lingjob because of the easier registration process. All interviewed sellers reported getting repeat orders from the same clients, regardless of what other sellers were bidding.

One peculiarity with Lingjob as a crowdsourcing platform is that the platform itself is the most active buyer on the platform, and has repeatedly commissioned sellers to translate parts of the website to English and Russian, to edit the translations and so forth. As of January 2014, the platform was available only in Lithuanian and English, meaning plans for launching in other languages had been postponed.

## **Implementation**

The challenge for the newly started platform was that management chose to monetise at the same time as launching the site, instead of building a base of registered users for free, first, and monetising later. This strategy was far riskier in terms of attracting users. However, freelancers say they do not object to the monetisation model as the platform has to generate revenue and attract clients, as well as for the value added of access to orders and built-in safeguards that guarantee timely payment for their services.

Another difficulty was the legal aspect of the platform's launch and operations. The organisation had to hire legal consultants who, in the early stages of Lingjob's development, spent months preparing legal and financial documents that formalised the rights and obligations of the platform, clients and sellers, the taxation of commission fees and invoicing issues. Lawyers had to be consulted also in order to define rules and obligations related to selling and storing content.

Moreover, the site has to adhere to issues of intellectual property rights that are strictly regulated and monitored. Because of the difficulty of administering vast amounts of content, the platform

saves users' IP addresses and other information. The platform is set up merely as a receptacle for content, and holds no responsibility for the nature and quality of stored and sold content. It encourages users to report evidence of (potential) copyright violations to Lingjob management.

Active marketing helped to attract the initial base of clients and specialists. The project was intensively promoted via social networks and media, as well as through educational events on freelancing in general. Moreover, part of Lingjob's marketing strategy is to grow both its buyer and seller base, and promote visibility by means of creating partnerships. The organisation develops partnerships with universities and youth organisations to educate the new generation on the advantages of freelancing and using the internet as a work tool. Lastly, Lingjob encourages the media and publishing houses to sell access to their e-publications via the site. This extra feature takes Lingjob's services beyond just matching sellers and buyers of services to acting also as a marketing platform for already completed texts. However, as of January 2014, the content-storing feature is used more for sharing free texts.

## **Working method, processes and procedures**

The Lingjob platform is regulated similarly to any business of its size, despite being an online business. For all legal purposes, Lingjob is not responsible for the exchanges between sellers and buyers. These, by accepting the terms and conditions on the site, enter into a sort of virtual agreement encompassing their responsibilities separately with each other and separately with the platform.

The platform has at least three full-time staff, and others that move between full and part-time, and who simultaneously take part in projects with the holding company. The team includes the CEO, marketing and communications managers, at least two programmers, a marketing/project assistant and a designer. Wages are the main cost for the company. The current business model is based on charging 12% of the freelancer's royalties on completed tasks and 30% on content sold on the site. Moreover, the platform is experimenting with allowing free access to the platform for users making fewer than 40 bids per month. Active users are encouraged to purchase a premium subscription for experts at USD10 per month (€7.20 as of 7 March 2014) or businesses at USD25 per month (€18), which increases the ceiling of bids per month, lowers the commission and increases the allocated disk space for uploading content. The platform lists its pricing in four currencies (€, LTL, USD and GBP), according to the preferences of the individual user, and in line with their plans to expand to foreign markets. Fees, however, are listed only in USD, probably because, initially, the platform used to operate using only this currency. Registering on the platform as a basic user is free, and clients are not required to pay any fees.

The various services provided by the platform encompass the entire work process and include:

- the matching of sellers and buyers by posting 'contests' via the interface;
- content storage and sales by individual users that upload their work for either sharing or selling;
- securing payment from the buyers upon accepting a bid to ensure that the seller gets paid;
- invoicing (when requested by the client);
- processing the payment;
- conflict management and customer service via online chat.

Besides the traditional crowdsourcing mechanism of having a client post a job and sellers bid on it until the client accepts the winning bid and the winner gets to work, Lingjob has a function called 'short jobs' (under 1,000 characters) that clients can post to get assistance on small tasks at an agreed price (however, often for free). The idea is that sellers complete the task (for example, come up with a slogan) and name their price. The client chooses the winning proposal and the price. The platform encourages freelancers to do these fast jobs for free to facilitate a new form of

knowledge-sharing that, in essence, is ‘crowd brainstorming’, with the brainstormers not laying any claim on the ideas shared on the site. One seller saw this as exploiting their labour, while another said they could see how some sellers might use it to increase their rating.

Platform management does not have any rules that all clients have to adhere to and the latter can set their minimum and maximum bids, deadlines and so forth. The steps involved in commissioning work via Lingjob are as follows:

- The registered buyer posts a job description that appears in the job feed that is public to all registered sellers.
- Interested sellers bid on the job by naming their price and timeframe for completing the job.
- Buyers choose the most suitable seller by reading their pitch, checking their uploaded content (if available and if the client is interested), checking the seller’s profile and feedback from previous clients, communicating with bidders via private chat to agree on the details and finally accepting the winning bid.
- To accept a bid, clients have to have the amount of money offered in the bid available on their Lingjob account as Lingjob ‘credits’.
- Lastly, once the job is complete, the buyer reviews it, and if the agreed quality standard is met, accepts it.

Acceptance of a job is purely at the client’s discretion. However, in the first year of Lingjob’s operations, there has been no conflict regarding non-acceptance. Once a job is accepted, the buyer’s Lingjob credits are transferred to the seller’s account. It is typical for buyers to then leave feedback for the sellers.

Even after the deal is concluded, the buyer and seller frequently stay in touch to coordinate and finalise the commissioned work. The time between a buyer posting a job and sellers responding, however, is usually short. According to one buyer, they can receive five to ten bids on a specific job within a day of posting.

Lingjob, both in the design of the platform and user guidelines available on the landing site and in the FAQ section, has foreseen various scenarios for conflict resolution. If a buyer is not happy with the quality of the work, they can continue private conversations with the seller via the platform and request revised versions of the job before releasing the payment. While a safeguard for clients, this opens up the possibility of taking advantage of this system to avoid paying the seller or get more from them than initially agreed. Another scenario is that, if a client thinks that a specialist did not do their work properly, and the specialist disagrees, both sides can suggest a 50/50 split. Lastly, the platform has a so-called Dispute Resolution Centre, where either the buyer or the seller can register a dispute equal to either 10% of the contracted job price or 20 Lingjob credits (equivalent to USD20 (€14.40)), whichever is greater, when conflicts cannot be resolved using the channels outlined above. According to one seller, given the small scope of most jobs on the platform, paying the fee to resolve a conflict over a possibly lower-fee job is not an attractive option for the sellers.

The key deciding factors for clients when choosing a bidder are price, timeframe for completing the job, the qualifications of the freelancer and their ability to present themselves. For this reason, a freelancer’s profile, work history and feedback from clients may be as important as price. Moreover, all these factors go into the algorithm that ranks the sellers in relation to one another. The algorithm takes into account the number of tasks performed, evaluation score out of 10 and whether the deadlines were met. The ranking is visible by each user’s name in the form of a five-star system but, beyond this, it has no impact on who performs which tasks. Those at the top of the ranking are more attractive to clients and more likely to win further bids. Also, it functions as a sort of safeguard for the clients against choosing specialists with incomplete or suspicious profiles. The platform does not have an explicit policy of monitoring profiles or ads that are

posted. In the case of ads, as the client has to upload money for a specific job before commissioning it, it functions as a safeguard from invalid offers.

Money transfers are managed through Lingjob's internal credit system, where one Lingjob credit equals USD1. Money is transferred into the system via Paypal, mokejimai.lt (an e-money institution certified by Lithuania's Central Bank) and credit cards. The internal credit is stored until payment is made by the buyer or a seller chooses to 'cash out'. Cashing out means requesting payment through the Lingjob account, to a Paypal or bank account, which, depending on when in the calendar month it is requested, gets processed in around six weeks. While problematic for sellers, platform representatives explained the delay is necessary for accounting purposes.

The sellers on Lingjob are regulated by the sections of the national labour law dealing with freelancing. As far as Lithuanian legislation is concerned, there is no difference between an individual doing freelance work physically or virtually. The platform itself does not monitor whether the sellers are officially registered as freelancers. The work process is such that clients can require an invoice from the sellers and, as most clients on Lingjob are organisations, invoices are typically required. When this is the case, the seller must have either an individual activity certificate, business certificate or copyright agreement, all taxable at different times and at different rates based on a number of factors. As copyright agreements do not permit issuing invoices, and the business certificate costs money, most freelancers opt for the individual activity certificate. When clients do request an invoice, sellers have to upload it before money is released. After that a freelancer is issued with another invoice by the platform for all the settlements of the commission fee (Lingjob, 2014).

## **External support**

Lingjob has not received any external support as of yet. However, the business was invested in and developed by an umbrella IT company, the previously mentioned main shareholder. According to a platform representative, without their financial and human capital investment the project would not be feasible, especially in a market as small as Lithuania and given the high start-up costs. The major problem related to receiving external support is that Lingjob is part of this holding company, meaning that it cannot be considered a small or medium enterprise. Platform management had considered breaking away, but at present there are more advantages to being a subsidiary.

## **Outcomes**

The platform was developed mostly according to plan, and meets the needs of all stakeholders in terms of the purpose for which it was designed – to match buyers with sellers, generate revenue for the platform and grow the number of users (these more than doubled from 1,400 to just below 3,000 from November 2013 to March 2014). Some unforeseen developments were technical and reflected the management's attempts to expand the platform's scope to do more than just match sellers and buyers. One such change was the introduction of storing and selling content via the platform, which meant having to develop a whole new system with all its technical and legal specifications.

The effects, on the whole, can be analysed at the micro level (buyer, seller) and at the macro level (labour market, economy). As crowd employment is brand new in Lithuania, it is somewhat premature to speak of Lingjob's potential impact on either of these two levels, as the macro effect becomes visible with the scaling-up of the effect on the micro level. It is important to note that the most active sellers and buyers have, to this day, sold or commissioned fewer than six tasks, which typically can be performed in less than two hours, and for payment not exceeding a few dozen US dollars. As the stream of active tasks, on average, consists of fewer than five tasks in a

given day, and there are thousands of qualified sellers for each job, the buyers can be seen as benefiting most from the platform, while there are hardly any effects on or for the interviewed sellers so far.

According to one seller, this platform contributes to normalising the idea of freelancing as a means of making a living; however, it also encourages precarious employment and allows clients to operate outside the purview of the state. This seller also felt that the platform's marketing can be seen as encouraging businesses to save on the cost of having dependent employees by crowdsourcing instead. Overall, however, it is seen as not much different from traditional freelancing, except that it is online and offers the advantages of being able to use a single site to find work, do it and get paid for it, albeit with some additional safeguards (described in the strengths and weaknesses section).

## **Strengths and weaknesses**

Strengths and weaknesses mentioned by those people who were interviewed can be characterised as those relating to:

- the platform's internal development;
- the external macro environment;
- the viewpoint of the sellers and buyers.

Different stakeholders had diverging views on this means of work organisation, with buyers generally being more positive about its impact than the sellers. However, sellers' views differ as well, with some being more pleased with the system than others.

### **Strengths**

One of the sellers said that, for such systems to be beneficial to freelancers, they must meet the following three criteria:

- have a constant active job stream;
- jobs should be paid at market price;
- the payment should be guaranteed.

Even though not all of these requirements were met at the time of interviews, namely the job stream and price, the sellers appreciated many features of Lingjob and saw a potential in its development and crowdsourcing as a form of employment in general. According to the interviewed sellers, the Lingjob crowd employment platform:

- provides access to work opportunities;
- allows the freelancer to choose which tasks interest them more, whereas translation bureaux would predetermine the tasks for them;
- gives the possibility of trying out freelancing while being engaged in other activities (studying, other types of work, care responsibilities);
- serves as a means of building experience and improving one's CV (especially for young people with no work experience);
- is a good substitute for a professional intermediary (such as a translation bureau) for a reasonable price;
- is relatively easy to use;
- provides freelancers with the guarantee that they will be paid (which is not always the case in Lithuania).

The buyers, speaking about the strengths of Lingjob and similar platforms, said this form of hiring workers eliminates many costs. In the opinion of interviewed buyers, there are three aspects of Lingjob that makes crowd employment more attractive than some traditional forms of employment.

- It speeds up the work process, especially compared with having to go through intermediaries such as translation offices.
- Crowd employment is more cost-effective than having dependent employees for similar work, or working through costly intermediaries.
- It empowers buyers by allowing them to choose from many professionals, some of whom live outside the country and would otherwise not be available to do such work.

## **Weaknesses**

When asked about the weaknesses of Lingjob, those who were interviewed spoke primarily about its business and technical aspects rather than how it functions as a new form of employment. For the platform itself, Lingjob's legal status is problematic as, being part of a holding company, it cannot be considered an SME and thus is not eligible for relevant support. Moreover, as a pioneer in crowd employment, Lingjob has had to invest a lot of effort in educating both its users and clients to overcome fears, myths and traditions that prevent them from utilising the platform. Furthermore, there is a risk that, in the event of repeat matches, either the seller or the buyer will suggest working outside the platform both to save the fee and to be able to communicate via phone and email. Both sellers and buyers have confirmed that once a buyer finds a good professional for the type of services they regularly require, they repeatedly come back to the same buyer, making the service offered by the platform obsolete. Finally, as translation is the most popular service contracted through Lingjob, they have to compete with translation bureaux, which offer both translation and the notarisation of documents. While translators working on Lingjob can provide the former, they cannot act as intermediaries for notarisation as this would require handling original documents. Clients could, of course, send the documents to their crowdsourced translators via mail but, given the risk, it is an unlikely scenario.

Both buyers and sellers, were dissatisfied with some technical features of Lingjob.

- The organisation of the credit system using USD, while in line with Lingjob's plans for internationalisation, is confusing for the buyers and sellers that are forced to convert their prices into USD, and for the tax inspectorate which has to decide which day's conversion rates to use when calculating taxes owed.
- The difficulty of mimicking human interaction via the platform means that, regardless of constant upgrades, the sellers and buyers both feel that the necessary interaction is limited by the platform's design. The system assumes that, once a buyer receives a completed task, it will not require further amending, so that once a completed task is uploaded, it cannot be changed, and further exchanges are only available through chat. The same goes for price; once a seller puts in a bid, they cannot change it after seeing the actual job at hand. In reality, sellers report having to repeatedly contact the buyer to clarify requirements for the job, and at times need to renegotiate the price based on tasks that were described inaccurately in the posting, or after it turned out that the client required more than they initially explained. According to one seller, this limitation caused them to refuse some tasks that require a lot of communication between client and freelancer, such as writing copy.
- The sellers also complained about other features, such as the six-week delay in getting paid for completed work and the fact that, in the event that a client chooses not to accept completed work, conflict resolution scenarios on Lingjob favour the buyer more than the seller (for example, the 50/50 split, and expensive third party conflict resolution fees).



As the largest user group and the only paying customer on Lingjob, sellers pointed out more weaknesses than other stakeholders. The key problem at the moment is that the platform is still relatively unknown and the supply of jobs is relatively scarce. As a result, even the most active sellers cannot make a living by just working with Lingjob clients. Higher than anticipated programming costs have caused the platform to delay more aggressive advertising which, in turn, has led to few clients and increasingly disappointed sellers.

Equally important, and detrimental to Lingjob's potential success, is that price levels for jobs performed on the platform are well below market rates. There are several reasons for this.

- The lack of job offers creates fierce competition between freelancers who cut their normal prices in order to secure bids.
- As there is a huge range of experience offered by Lingjob sellers, the less experienced are willing and able to outbid professionals by as much as double, without the same quality guarantee and possibly to the detriment of the platform. If a client is dissatisfied, they may find fault with this form of work organisation instead of realising that they get what they paid for.
- Some sellers are distorting the market by bidding far below their typical rates in order to get 'recommended' and move up in the ratings.

Moreover, for the sellers, there may be a discrepancy between the image of freelance work via the internet and the reality. According to one of the sellers, the reality of relying on work via such platforms is disappointing if one buys into the fantasy of freelance work meaning being one's own boss because, in fact, it means a lack of financial security. Lastly, and this refers to all work performed virtually, some sellers may feel that not going to work can negatively affect their social life and blur the distinction between free time and work.

From the buyers' viewpoint, there are some fears related to the reliability of the professionals working via Lingjob. First of all, setting aside the money for a given job ahead of time is a new concept in Lithuania, where it is common that freelancers do not get paid for some time after delivering a service. Some clients may feel it too high a risk, especially with bigger tasks, to pay for the job upfront. In addition, quality is less certain when dealing with unknown service providers than with established offices whose reputation is at stake.

## **Future plans**

One of Lingjob's main goals for the future is foreign expansion. However, according to the platform management, the transferability of this project to other markets is very complicated, as they vary in size and legal systems. Lingjob's growth strategy is to find foreign partners and leverage those partnerships in the expansion. The platform is keen on attracting foreign specialists – native speakers as text writers and editors – to have a competitive advantage in the market. It is important to note that, to some extent, this is already happening, as there are already some buyers and sellers that are international and, given comparatively lower wage levels in Lithuania, the size of this group is likely to grow. In the domestic market, Lingjob plans to cooperate more intensively with businesses and universities to keep growing their user base and educating future users. They also hope to develop their content storage and sales function to attract publishers to go digital, although this is at a very early stage.

## **Commentary**

The interviewed stakeholders ranged from enthusiastic advocates to complete sceptics for freelancing in general and crowd employment in particular. Importantly, as mentioned in the introduction, each stakeholder saw crowdsourcing as working in very different ways, with this further complicating feedback on it. In that vein, the interviewed stakeholders and their views

have a major impact on the tone of the study. Moreover, the concept of crowd employment is so new and so little tested that it is too early to gauge its potential impact in Lithuania.

The platform and this form of employment hold promise and with some scaling up the free market should do its work and prices should reach satisfactory levels for the sellers. Being a small business with capital backing it, Lingjob should be able to respond appropriately to issues that arise in generating a sufficient workflow and providing enough incentive for sellers and buyers to continue using it.

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