

DATE: 08/25/2016
TIME: 09:51:06

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B136

RAMIRO GOMEZ

SCREEN OPTIONS: ACGHJLM

8666 PINEY BR RD #101

ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24603

REPORT TO DATE REQ
09/04/2011

SILVER SPRING MD 20901

QUAD MAP: B 016NE

COMPLETION CODE: 318-DRIVE RATE INV

PAGE 1 OF 1

EQUIP ON FILE
INDEX: 0
MTR#: M71579
SIZE: 5AL
PRESS: OTHER
#/DIAL TYPE: 4/
LOCATION: LAUNDRY ROOM
MNF#: Z372867
MNF NAME: AMERICAN
ERT#: 64585066
RMT TYPE:

LEAK GRADE FND:
EQUIP FOUND
0
M71579
5AL
OTHER
LAUNDRY ROOM
Z372867
AMERICAN
64585066

EQUIP TAG:
NEW/REPL EQUIP

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:51:10

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B136

SCREEN OPTIONS: ACGHJLM

RAMIRO GOMEZ
8666 PINEY BR RD #101
SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE 08 0 SV RTE# 24603
QUAD MAP: B 016NE

REPORT TO
DATE REQ 09/04/2011

PAGE 1 OF 1

COS NUMBER: 11247B117879551

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	09/04/2011	21:39:17	0ACN9658
ADD AKNOWLEDGED	09/04/2011	21:40:59	CAD
ASSIGNED	09/04/2011	21:41:59	RD10851
COMPLETED - CAD	09/04/2011	22:34:59	RD10851
EN ROUTE	09/04/2011	22:34:59	RD10851
ARRIVED	09/04/2011	22:34:59	RD10851

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:51:13

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

SCREEN OPTIONS: ACGHJLM

RAMIRO GOMEZ	ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
8666 PINEY BR RD #101	██████████	08 0	24603		09/04/2011
SILVER SPRING MD 20901	QUAD MAP: B 016NE				

PAGE 1 OF 1

ACC INST - C2407653333/CLEAR ACCESS/BLD NOT SECURED MILVIA LIMA

ACC RMK - ODOR IN HALLWAY AND FL T LEVEL/DWAYNE /C-RAMIRO GOMEZ/

MSC - ODOR AND READINGS IN THE BLDG, CKED AROUND DOORWAYS, GETTING BEST READINGS AT APT T-3, CKED AND FOUND CHILD HAS TURNED RNGE KNOB ON. CUST TURNED SAME OFF, HAD HIM OEN DOOR AND WINDOWS TO VENTILATE. NO ACCESS TO THE MTR.

RMK 1 - ODOR AND READINGS IN THE BLDG, CKED AROUND DOORWAYS, GETTING BEST READINGS AT APT T-3, CKED AND FOUND CHILD HAS TURNED RNGE KNOB ON. CUST TURNED SAME OFF, HAD HIM OEN DOOR AND WINDOWS TO VENTILATE. NO ACCESS TO THE MTR.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:51:48

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMID: B136

SCREEN OPTIONS: ACGHJLM

HAROLD TALLEY

8670 PINEY BR RD #202

SILVER SPRING MD 20901

DISPATCH CODES: 802

ASSIGNED TO: 766

CALL AHEAD NO:

HOME PHONE NO: 202 949-3861

WORK PHONE NO: 999 999-9999

TRADING AS:

ACCOUNT NO [REDACTED] RATE 08 0 SV RTE# 24603

QUAD MAP: B 016NE

PRIORITY CODE: 2 FREEZE-UP:

DATE: 07/30/2014

ORDERED BY: 0ACN9325

APPT:

REPORT TO DATE REQ
07/30/2014

SAFETY SECTOR: 3928

JASMINE TALLEY

SRV INIT FEE: N

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR#	INDEX	MNF#	ERT#	PRESS
M22282		Y627519	64585011	OTHER

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/25/2016
TIME: 09:51:52

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B136

HAROLD TALLEY
8670 PINEY BR RD #202
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
██████████	08 0	24603		07/30/2014

QUAD MAP: B 016NE

LEAK GRADE: NO
COMPLETION CODES:
321 - NO LEAK FOUND

EQUIP TAG:
REFERRAL CODES:

PAGE 1 OF 1
PRESS CHK:

INDEX: MTR#: M22282 MNF#: Y627519 RMT#: 64585011
REMARKS:

ENTER OPTION: C F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:51:55

CUSTOMER SERVICE HISTORY
COMPLETION

SCREEN: CQSCMPL
TERMINID: B136

SCREEN OPTIONS: ACGHJLM

HAROLD TALLEY

8670 PINEY BR RD #202

SILVER SPRING MD 20901

ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
████████████████████	08 0	24603		07/30/2014

QUAD MAP: B 016NE

TURN-OFF METHOD:

COMPLETION CODES: 321

COMPLETED DATE: 07/30/2014

COMPLETED BY: CAD

REENTERED DATE: 07/30/2014

ORDER RE-ENTERED BY: KB10278

VAPOR TEST: CLEAR

ORDER STATUS: COMPLETED

PRIORITY CODE: 2

ARRVD TIME: 06:15

ORDER WORKED BY: KB10278

ROOT CAUSE:

GAS OFF: MERCURY REG: NO

ODORANT: OK

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/25/2016
TIME: 09:51:59

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B136

HAROLD TALLEY
8670 PINEY BR RD #202
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM

ACCOUNT NO RATE SV RTE#
 08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 07/30/2014

COMPLETION CODE: 321 - NO LEAK FOUND

GAS OFF:

PRIORITY CODE: 2

LEAK GRADE FOUND:

ADVISED OF MSP

NOTIFY APPL SVC

ODOR MEDIUM

ENTER OPTION: H PF1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/25/2016
TIME: 09:52:05

CUSTOMER SERVICE HISTORY
METER INQUIRY

SCREEN: CQSMTR
TERMID: B136

SCREEN OPTIONS: ACGHJLM

HAROLD TALLEY

8670 PINEY BR RD #202

SILVER SPRING MD 20901

ACCOUNT NO [REDACTED] RATE SV RTE#
08 0 24603

QUAD MAP: B 016NE

REPORT TO DATE REQ
07/30/2014

COMPLETION CODE: 321-NO LEAK FOUND

PAGE 1 OF 1
EQUIP TAG:
NEW/REPL EQUIP

	EQUIP ON FILE	EQUIP FOUND	LEAK GRADE FND:
INDEX:	0	0	
MTR#:	M22282	M22282	
SIZE:	5AL	5AL	
PRESS:	OTHER	OTHER	
#/DIAL TYPE:	4/		
LOCATION:	LAUNDRY ROOM	LAUNDRY ROOM	
MNF#:	Y627519	Y627519	
MNF NAME:	AMERICAN	AMERICAN	
ERT#:	64585011	64585011	
RMT TYPE:			

ENTER OPTION: J F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:52:09

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMIN: B136

HAROLD TALLEY
8670 PINEY BR RD #202
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHJLM
ACCOUNT NO RATE SV RTE#
 08 0 24603
QUAD MAP: B 016NE

REPORT TO DATE REQ
 07/30/2014

PAGE 1 OF 1

COS NUMBER: 14211B103311361

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	07/30/2014	05:52:21	0ACN9325
ADD AKNOWLEDGED	07/30/2014	05:52:59	CAD
ASSIGNED	07/30/2014	05:53:59	KB10278
EN ROUTE	07/30/2014	05:59:59	KB10278
ARRIVED	07/30/2014	06:15:59	KB10278
COMPLETED - CAD	07/30/2014	06:34:59	KB10278

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:52:12

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

SCREEN OPTIONS: ACGHJLM

HAROLD TALLEY	ACCOUNT NO	RATE	SV RTE#	REPORT TO	DATE REQ
8670 PINEY BR RD #202	██████████	08 0	24603		07/30/2014
SILVER SPRING MD 20901	QUAD MAP: B	016NE			

PAGE 1 OF 1

ACC INST - JASMINE TALLEY 2026315710

ACC RMK - ODOR AT HALLWAY SECOND FLOOR HALLWAY/JOHNSON /C-JASMINE TALLEY/

RMK 1 - CHECKED ALL SAFETIES. NO LEAK IN UNIT 202 ODOR COMING FROM UNIT 101. FOUND CUSTOMERS RANGER CONTROL KNOB IN ON POSITION. TURNED OFF. CUSTOMER ADVISED AND LEFT JOB ALL OK ATT.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:56:41

CUSTOMER SERVICE HISTORY
SERVICE ORDER

SCREEN: CQSORDR
TERMINID: B136

SCREEN OPTIONS: ACGHLM

NOEL MCCORMACK
PINEY BR RD & FLOWER AVE
SILVER SPRING MD 20901

ACCOUNT NO 0000.000000
RATE 0 SV RTE# 25600
REPORT TO
DATE REQ 02/14/2012

DISPATCH CODES: 802

QUAD MAP:

ASSIGNED TO: 769

DATE: 02/14/2012 PRIORITY CODE: 2 FREEZE-UP: SAFETY SECTOR:

CALL AHEAD NO:

ORDERED BY: 0ACN9659
NOEL MCCORMACK

HOME PHONE NO:

APPT:

WORK PHONE NO:

EXT:

TRADING AS:

SRV INIT FEE: N

SPECIAL ATTENTION: NO MSTR REC

FINAL BILL: NAME:

ADDR:

CTY/STE/ZIP:

MTR# INDEX MNF# ERT# PRESS

ENTER OPTION: A F1-SUMM BY ID F2-SUMMARY F3-ICIS F4-IQSH F8-STD DETAIL

DATE: 08/25/2016
TIME: 09:56:52

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B136

NOEL MCCORMACK
PINEY BR RD & FLOWER AVE
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHLM
ACCOUNT NO RATE SV RTE#
0000.000000 0 25600
QUAD MAP:

REPORT TO DATE REQ
02/14/2012

PAGE 1 OF 1

LEAK GRADE: NO
COMPLETION CODES:
321 - NO LEAK FOUND

EQUIP TAG:
REFERRAL CODES:

PRESS CHK:

INDEX: MTR#: MNF#: RMT#:

REMARKS:

AS MUCH AS TRAFFIC WOULD ALLOW, FLAMEPACKED MAINS AND STRUCTURES THROUGH THE INTERSECTION IN ALL FOUR DIRECTIONS. ALSO FLAMEPACKED A COUPLE SVC'S IN THE SHOPPING CENTER AND CKED A COUPLE OUTSIDE MTR'S AND B/U'S, NO ODOR OR READINGS. NO LEAK AT THIS TIME.

ENTER OPTION: C F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSCMPL
TIME: 09:56:57 COMPLETION TERMID: B136
SCREEN OPTIONS: ACGHLM
NOEL MCCORMACK ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
PINEY BR RD & FLOWER AVE 0000.000000 0 25600 02/14/2012
SILVER SPRING MD 20901 QUAD MAP:
TURN-OFF METHOD: ORDER STATUS: COMPLETED
COMPLETION CODES: 321 PRIORITY CODE: 2
COMPLETED DATE: 02/14/2012 TIME: 18:33 ARRVD TIME: 17:25
COMPLETED BY: CAD ORDER WORKED BY: RD10851
REENTERED DATE: 02/14/2012 TIME: 18:33 ROOT CAUSE:
ORDER RE-ENTERED BY: RD10851 GAS OFF: MERCURY REG: NO
VAPOR TEST: CLEAR ODORANT: OK

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/25/2016
TIME: 09:57:01

CUSTOMER SERVICE HISTORY
GAS LEAK

SCREEN: CQSGSLK
TERMID: B136

NOEL MCCORMACK
PINEY BR RD & FLOWER AVE
SILVER SPRING MD 20901

ACCOUNT NO 0000.000000
RATE 0
SV RTE# 25600
QUAD MAP:

SCREEN OPTIONS: ACGHLM

REPORT TO
DATE REQ 02/14/2012

COMPLETION CODE: 321 - NO LEAK FOUND

GAS OFF: PRIORITY CODE: 2 LEAK GRADE FOUND:

ADVISED OF MSP NOTIFY APPL SVC ODOR MEDIUM

ENTER OPTION: H PF1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/25/2016
TIME: 09:57:05

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMINID: B136

NOEL MCCORMACK
PINEY BR RD & FLOWER AVE
SILVER SPRING MD 20901

SCREEN OPTIONS: ACGHLM
ACCOUNT NO RATE SV RTE#
0000.000000 0 25600
QUAD MAP:

REPORT TO DATE REQ
02/14/2012

PAGE 1 OF 1

COS NUMBER: 12045B281694701

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	02/14/2012	16:31:10	0ACN9659
ADD AKNOWLEDGED	02/14/2012	16:31:59	CAD
ASSIGNED	02/14/2012	16:42:59	RD10851
EN ROUTE	02/14/2012	16:44:59	RD10851
ARRIVED	02/14/2012	17:25:59	RD10851
COMPLETED - CAD	02/14/2012	18:33:59	RD10851

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:57:09

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMINID: B136

SCREEN OPTIONS: ACGHLM

NOEL MCCORMACK	ACCOUNT NO	RATE	SV	RTE#	REPORT TO	DATE REQ
PINEY BR RD & FLOWER AVE	0000.000000	0	25600			02/14/2012
SILVER SPRING MD 20901	QUAD MAP:					

PAGE 1 OF 1

ACC INST - C:202.903.5906/CALLER DRIVING BY

ACC RMK - ODOR AT INTERSECTION PINEY BRANCH RD & FLOWER AVE//BUTLER
/C-NOEL MCCORMACK/

MSC - AS MUCH AS TRAFFIC WOULD ALLOW, FLAMEPACKED MAINS AND STRUCTURES THROUGH THE INTERSECTION IN ALL FOUR DIRECTIONS. ALSO FLAMEPACKED A COUPLE SVC'S IN THE SHOPPING CENTER AND CKED A COUPLE OUTSIDE MTR'S AND B/U'S, NO ODOR OR READINGS. NO LEAK AT THIS TIME.

RMK 1 - AS MUCH AS TRAFFIC WOULD ALLOW, FLAMEPACKED MAINS AND STRUCTURES THROUGH THE INTERSECTION IN ALL FOUR DIRECTIONS. ALSO FLAMEPACKED A COUPLE SVC'S IN THE SHOPPING CENTER AND CKED A COUPLE OUTSIDE MTR'S AND B/U'S, NO ODOR OR READINGS. NO LEAK AT THIS TIME.

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSORDR
TIME: 09:55:02 SERVICE ORDER TERMID: B136
 SCREEN OPTIONS: ACGHLM
BYSTANDER ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
FLOWER AVE & PINEY BRANCH 0000.000000 0 24500 02/18/2014
TAKOMA PARK QUAD MAP:
DISPATCH CODES: 812 PRIORITY CODE: 3 FREEZE-UP: SAFETY SECTOR:
ASSIGNED TO: 767 DATE: 02/18/2014 ORDERED BY: 7ACN8189
CALL AHEAD NO: MICHAEL
HOME PHONE NO: APPT:
WORK PHONE NO: EXT:
TRADING AS: SRV INIT FEE: N SPECIAL ATTENTION: NO MSTR REC

FINAL BILL: NAME:
ADDR: CTY/STE/ZIP:

MTR# INDEX MNF# ERT# PRESS

ENTER OPTION: A F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F8=STD DETAIL

DATE: 08/25/2016
TIME: 09:55:12

CUSTOMER SERVICE HISTORY
MISCELLANEOUS

SCREEN: CQSMSC
TERMID: B136

BYSTANDER

FLOWER AVE & PINEY BRANCH
TAKOMA PARK

SCREEN OPTIONS: ACGHLM

ACCOUNT NO RATE SV RTE#
0000.000000 0 24500
QUAD MAP:

REPORT TO DATE REQ
02/18/2014

PAGE 1 OF 1

LEAK GRADE: 1
COMPLETION CODES:
012 - LEAK OUTSIDE

EQUIP TAG:
REFERRAL CODES:

PRESS CHK:

INDEX: MTR#: MNF#: RMT#: REMARKS:

ENTER OPTION: C F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSCMPL
TIME: 09:55:15 COMPLETION TERMID: B136
 SCREEN OPTIONS: ACGHLM
BYSTANDER ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
FLOWER AVE & PINEY BRANCH 0000.000000 0 24500 02/18/2014
TAKOMA PARK QUAD MAP:
TURN-OFF METHOD: ORDER STATUS: COMPLETED
COMPLETION CODES: 012 PRIORITY CODE: 3
COMPLETED DATE: 02/19/2014 TIME: 00:23 ARRVD TIME: 20:55
COMPLETED BY: CAD ORDER WORKED BY: RG10633
REENTERED DATE: 02/19/2014 TIME: 00:23 ROOT CAUSE:
ORDER RE-ENTERED BY: RG10633 GAS OFF: MERCURY REG: NO
VAPOR TEST: LEAK ODORANT: OK

ENTER OPTION: G F1=SUMM BY ID F2=SUMMARY F3=ICIS PF4=IQSH F10=R&C CDES

DATE: 08/25/2016 CUSTOMER SERVICE HISTORY SCREEN: CQSGSLK
TIME: 09:55:19 GAS LEAK TERMID: B136
 SCREEN OPTIONS: ACGHLM
BYSTANDER ACCOUNT NO RATE SV RTE# REPORT TO DATE REQ
FLOWER AVE & PINEY BRANCH 0000.000000 0 24500 02/18/2014
TAKOMA PARK QUAD MAP:

COMPLETION CODE: 012 - LEAK OUTSIDE
GAS OFF: PRIORITY CODE: 3 LEAK GRADE FOUND: 1

ADVISED OF MSP ODOR SLIGHT

ENTER OPTION: H PF1=SUMM BY ID PF2=SUMMARY PF3=ICIS PF4=IQSH

DATE: 08/25/2016
TIME: 09:55:23

CUSTOMER SERVICE HISTORY
ORDER STATUS

SCREEN: CQSSTAT
TERMID: B136

BYSTANDER
FLOWER AVE & PINEY BRANCH
TAKOMA PARK

SCREEN OPTIONS: ACGHLM
ACCOUNT NO 0000.000000
RATE 0 SV RTE# 24500
QUAD MAP:

REPORT TO
DATE REQ 02/18/2014

PAGE 1 OF 1

COS NUMBER: 140490426735831

STATUS	DATE	TIME	EMPLOYEE ID
TAKEN - COS	02/18/2014	17:39:43	7ACN8189
ADD AKNOWLEDGED	02/18/2014	17:39:59	CAD
ASSIGNED	02/18/2014	17:44:59	RG10633
EN ROUTE	02/18/2014	20:11:59	RG10633
ARRIVED	02/18/2014	20:55:59	RG10633
COMPLETED - CAD	02/19/2014	00:23:59	RG10633

ENTER OPTION: L F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT

DATE: 08/25/2016
TIME: 09:55:27

CUSTOMER SERVICE HISTORY
REMARKS

SCREEN: CQSRMKS
TERMID: B136

SCREEN OPTIONS: ACGHLM

BYSTANDER	ACCOUNT NO	RATE	SV	RTE#	REPORT TO	DATE REQ
FLOWER AVE & PINEY BRANCH	0000.000000	0	24500			02/18/2014
TAKOMA PARK	QUAD MAP:					

PAGE 1 OF 1

ACC INST - C3012579383/ BYSTANDER/ ACCESS OK

ACC RMK - ODOR AT SE CORNER OF INTERSECTION/ NO CONSTRUCTION/C-MICHAEL/

RMK 1 - GETTING 13% IN TELEPHONE MANHOLE (STANDING) RELIEVE BY CREW 735

ENTER OPTION: M F1=SUMM BY ID F2=SUMMARY F3=ICIS F4=IQSH F7=PREV F8=NEXT