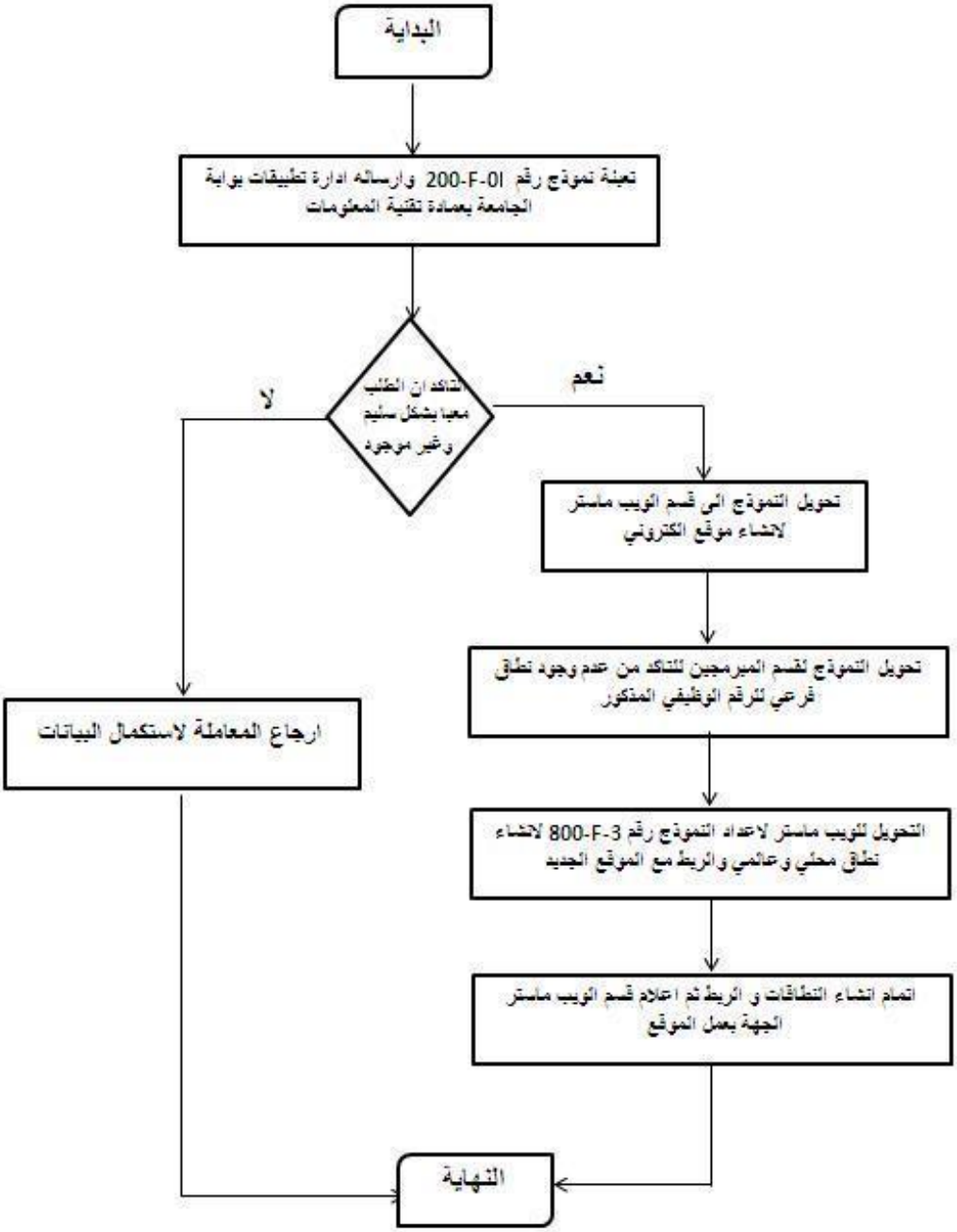طلب خدمة
Service Request