

Appendix A

Metric Help Desk Escalation Process

The escalation process is designed to resolve complaints or claims associated with the accuracy of the service data reported for the metrics included in the Performance Assurance Plan ("PAP") and should be used only after normal business-to-business efforts have taken place to resolve the issue, *e.g.*, after the issue has been brought to the attention of the Metric Help Desk but has not been resolved. Three levels of escalation are available and can be found at URL:

<http://www22.verizon.com/wholesale/systemsmeasures/local/measures/1,,measures,00.html>

Verizon-NY will reply to the escalation request by acknowledging receipt of the escalation request within 1 business day, and beginning the escalation process (through the next level of escalation). Within five (5) business days of receipt, (four (4) business days from acknowledgement), the appropriate Verizon-NY executive will reply to the CLEC contact that initiated the escalation. The escalating CLEC should respond to Verizon-NY within five (5) business days as to whether the complaint/claim should be further escalated, *i.e.*, Level 1 escalation raised to Level 2 escalation, etc., or if the Verizon-NY response has been accepted, and the item should be closed. If the CLEC is dissatisfied with an outcome after escalation to Level 3, it may seek further relief.