

Appendix H – Sample Attestation Letter

Verizon - New York Wholesale Quality Assurance Plan

Mr. XX

Director of Telecommunications
Department of Public Service
Three Empire State Plaza
Albany, NY 12223

Re: Annual Wholesale Metric Results Quality Assurance Plan Certification

Dear _____:

In my capacity as Director, Verizon Partner Solutions, I have reviewed the certifications for the Wholesale Quality Assurance Team (WQAT) Field Directors.

I make this certification pursuant to the Wholesale Quality Assurance Plan for Verizon – New York, which calls for these Directors to comply with its provisions.

I make this certification for the period January 1, XXXX through December 31, XXXX.

I hereby certify that I have reviewed the certifications for the WQAT Field Directors, and I concur with said certifications.

Date: _____

Director
Verizon Partner Solutions

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New York Wholesale Quality Assurance Plan Annual Report Executive Summary

September 1, 200X – August 31, 200X

For the September 1, 200X through August 31, 200X reporting period, the Wholesale Quality Assurance Team (WQAT) completed all of the required reviews during the Plan Year. The WQAT performed XXX monthly reviews for XX metrics identified in the WQAP as subject to close review. In addition, the WQAT completed XXX annual reviews during the Plan Year.

Domain	Monthly Reviews	Annual Reviews
Pre-Order	XX	XX
Ordering	XX	XX
Provisioning	XX	XX
Maintenance & Repair	XX	XX
Network Performance	XX	XX
Billing	XX	XX
Total	XX	XX

The WQAT completed a combined total of XXX monthly and annual reviews, across all domains, for the Plan Year. The WQAT complied with the commitments set forth in the WQAP to ensure accuracy of measurement reporting and work document accuracy. The WQAP is available on the Verizon Customer Support Web Site: <http://www22.verizon.com/wholesale/systemsmeasures/local/measures/performance/>.

Furthermore, a Senior Officer of Verizon-NY signed a letter attesting that the WQAT, and the responsible Field Directors have complied with all of the provisions set forth in the WQAP during the calendar year, January 200X to December 200X.