

FTTP Damage Prevention and Complaint Resolution Initiatives

The Verizon Prime Contractor will comply with all Verizon FTTP Damage Prevention and Complaint Resolution initiatives, policies, directives and procedures.

Verizon contractors shall be trained in “Miss Utility Safe Digging Practices”. A pre-construction walk through is completed for all buried installations. Contractors will field verify depths of existing utilities for all utility crossings and parallel utilities. All contractor vehicles shall be clearly labeled as a “Contractor for Verizon” including telephone contact information.

Verizon contractors will complete a compliance checklist for every project. Crew supervisors will make a quality check at the end of each day to verify that all restoration and cleanup is complete and that job site is safe and secure.

The Verizon Prime Contractor will maintain a 24 hour, 7 day per week, toll free 800 number that will be on the advance notification literature and the signage placed at the entrance of the work operations in the field. Each complaint received by the Prime Contractor is logged and handled in an agreed upon time frame to ensure customer satisfaction. Non-English speaking individuals will carry a special card that can be handed to residents which contains a contact number for inquiries.

The Verizon Maryland / DC Customer Care Center has established a toll free hotline 1-888-550-2244 for the reporting of complaints associated with the FTTP / FiOS installations. The Customer Care Representatives will take accountability for the calls, determine if internal escalation process applies, verify the customer’s information, determine if the problem is FTTP / FiOS related, and oversee the complaint until the matter is closed. The Customer Care Center is open Monday through Friday from 7AM to 7 PM, on Saturday from 7:30AM to 4:00 PM. For letters, emails, and after hour’s notification the caller may use the following email address (md-fios-dpcc@verizon.com).

If a municipality receives a call from a constituent, the municipality can provide the Customer Call Center number to the public (1-888-550-2424).

When the Customer Care Center receives a complaint the caller is informed to expect a return call within 24 to 48 hours. Once a determination is made by the Customer Care representative, and /or Verizon Field forces that the complaint is FTTP/FiOS related, the Prime Contractor is notified. The Prime Contractor then has four hours to acknowledge the complaint with customer. After the initial contact, the Prime Contractor has 48 hours to investigate and initiate an agreed upon resolution with the customer. If customer is satisfied with the completion of the work then the complaint is closed by the Customer Care representative and the originator of the complaint is notified. If customer remains unsatisfied the Prime Contractor escalates the matter to Verizon Field Supervision, who investigates and determines the validity of the customer’s concern. If Verizon Supervision determines the customer’s concern is legitimate, Verizon will work with the

Prime Contractor to resolve and close the matter to customer's satisfaction. If Verizon Supervision determines the customer's concern is unwarranted then the matter is escalated to the next level of Verizon Supervision until the matter is resolved and closed.

For inquiries regarding FTTP/FiOS calls referred to the Verizon Customer Care Center by the City of Rockville, Tonicka Gross will serve as a single point of contact. Ms. Gross will work with the City's representative to address concern with any referral given by the City. Tonicka can be reached on 301-282-2755, or via the Customer Care Hotline number.

Her e-mail address is tonicka.g.gross@verizon.com.

Verizon's field supervision will serve as a single point of contact for all field related matters.