

**From:** WH NE Req [mailto:wh.ne.req@verizon.com]  
**Sent:** Friday, July 17, 2015 2:10 PM  
**To:** Stuart Diamond  
**Cc:** WH NE Req  
**Subject:** Migration Eligible Referral BTN [REDACTED]

Hi Stuart,

The below account has been referred to us for a fiber migration due to defective cable. I have verified that fiber is available. Please migrate using the FITOF project code. The end user must be home and aware of what we are coming out to do on the due date you select. Include a good LCON name and number on the PON for access.

718 998-8610 424 RBM B

---IDV  
PCL LOCL  
CCAR XHAT  
ZADV  
AECN XHAT  
EX B  
---LST  
LN [REDACTED]  
LA [REDACTED]  
SA [REDACTED]  
LOC [REDACTED]

Trouble Ticket NYBN021GG0

Thanks,

**Michelle Lawrence**  
Cslt - Customer Service, Global Wholesale Operations  
Verizon Partner Solutions  
(781) 849-6360  
[michelle.b.lawrence@verizon.com](mailto:michelle.b.lawrence@verizon.com)

**From:** Clark, Marc G [<mailto:marc.g.clark@verizon.com>]  
**Sent:** Wednesday, January 07, 2015 2:02 PM  
**To:** Stuart Diamond; Itzy Eckstein  
**Cc:** Adinolfi, Gregory (Greg); Finnegan, Tara; Clark, Marc G  
**Subject:** RE: Fiber Eligible

Stuart this ticket is being cancelled Fiber is the only solution here. You need to submit PON to migrate

Marc G. Clark  
SR CSLT-INSTALL & MAINT Global Wholesale RCMC Escalations | Verizon Enterprise Solutions  
Tel: 973 649-5338 | Mob: 809 495-5144  
540 Broad Street, Newark, New Jersey 07102

**From:** Clark, Marc G  
**Sent:** Monday, September 29, 2014 11:50 AM

**To:** [SDiamond@xchangetele.com](mailto:SDiamond@xchangetele.com); Itzy Eckstein  
**Cc:** Adinolfi, Gregory (Greg); Clark, Marc G  
**Subject:** Fiber Eligible

Stuart,

Here is a line that has an extended cable date, that is fiber eligible, please advise once order has been submitted for conversion.

Thanks  
MC

NYIA088183/718 698-2657

Cust: [REDACTED]

Clec: AECN-XHAT/[REDACTED]

**Marc G. Clark**  
SR CSLT-INSTALL & MAINT Global Wholesale RCMC Escalations | **Verizon Enterprise Solutions**  
Tel: 973 849-5338 | Mob: 609 495-5144  
540 Broad Street, Newark, New Jersey 07102

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**From:** Clark, Marc G [<mailto:marc.g.clark@verizon.com>]  
**Sent:** Wednesday, October 22, 2014 3:02 PM  
**To:** Stuart Diamond; Robinson, Yvette; Jesse Goff; RCMC Escalations  
**Cc:** Mordy Gross; Alfred West; Darren Feder  
**Subject:** RE: Escalation Request

Stuart, as discussed the cooper is failing here , and fiber is available, these tickets do have a history on them so Chronic 2012 can be used

**Marc G. Clark**  
SR CSLT-INSTALL & MAINT Global Wholesale RCMC Escalations | **Verizon Enterprise Solutions**  
Tel: 973 649-5338| Mob: 609 495-5144  
540 Broad Street, Newark, New Jersey 07102

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**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Wednesday, October 22, 2014 2:35 PM  
**To:** Robinson, Yvette; Jesse Goff; Clark, Marc G; RCMC Escalations  
**Cc:** Mordy Gross; [alfredwest@xchangetele.com](mailto:alfredwest@xchangetele.com); Darren Feder  
**Subject:** RE: Escalation Request

What a surprise, the second line closed out the same way as the first line!

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Stuart Diamond  
**Sent:** Wednesday, October 22, 2014 2:26 PM  
**To:** 'Robinson, Yvette'; Jesse Goff; Clark, Marc G; RCMC Escalations  
**Cc:** Mordy Gross; 'Alfred West ([AlfredWest@xchangetele.com](mailto:AlfredWest@xchangetele.com))'; Darren Feder  
**Subject:** RE: Escalation Request

I just spoke to the customer, who said the tech told them they need to pull a new wire to provide service but need permission from Xchange?? Now he is working on the second line. I wonder what he will say about that line?

Can you find out what is going on?

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Robinson, Yvette [<mailto:yvette.x.robinson@verizon.com>]  
**Sent:** Wednesday, October 22, 2014 2:23 PM

**To:** Jesse Goff; Stuart Diamond; Clark, Marc G; RCMC Escalations  
**Subject:** RE: Escalation Request

I didn't say they did. I asked for you to confirm what happened during the dispatch.

---

**From:** Jesse Goff [<mailto:JGoff@xchangetele.com>]  
**Sent:** Wednesday, October 22, 2014 2:20 PM  
**To:** Robinson, Yvette; [SDiamond@xchangetele.com](mailto:SDiamond@xchangetele.com); Clark, Marc G; RCMC Escalations  
**Subject:** RE: Escalation Request

You really think our customer sat home to tell the tech they are switching to fios?

---

**From:** Robinson, Yvette [<mailto:yvette.x.robinson@verizon.com>]  
**Sent:** October 22, 2014 2:19 PM  
**To:** Stuart Diamond; Clark, Marc G; RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** RE: Escalation Request

The ticket has closed as migrate to fios. Please contact your customer and confirm what happened during the dispatch.

---

**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Wednesday, October 22, 2014 1:30 PM  
**To:** Robinson, Yvette; Clark, Marc G; RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** RE: Escalation Request

First ticket shows DO-DSP at 12:50. Cust said he is home waiting, and so far nobody showed up yet?

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Robinson, Yvette [<mailto:yvette.x.robinson@verizon.com>]  
**Sent:** Wednesday, October 22, 2014 9:04 AM  
**To:** Clark, Marc G; Stuart Diamond; RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** RE: Escalation Request

It's now loaded to the same tech for dispatch today.

**From:** Clark, Marc G  
**Sent:** Wednesday, October 22, 2014 8:49 AM  
**To:** [SDiamond@xchangetele.com](mailto:SDiamond@xchangetele.com); RCMC Escalations  
**Cc:** Jesse Goff; Robinson, Yvette  
**Subject:** RE: Escalation Request

Stuart we will have some check and get back to you

Marc G. Clark  
SR CSLT-INSTALL & MAINT Global Wholesale RCMC Escalations | **Verizon Enterprise Solutions**  
Tel: 973 649-5338| Mob: 609 495-5144  
540 Broad Street, Newark, New Jersey 07102

**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Wednesday, October 22, 2014 8:34 AM  
**To:** RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** Escalation Request

# RCMC ESCALATION

<b>Date &amp; Time:</b>	10/22/2014
<b>CLEC:</b>	Xchange Telecom
<b>CLEC Contact Name &amp; Number:</b>	Stuart Diamond 646-722-7281
<b>Verizon Trouble Ticket Number:</b>	NYBN01ZJ9W
<b>Internal Ticket Number:</b>	152089
<b>CKID or TN:</b>	██████████
<b>Current Escalation Level:</b>	None
<b>Current Status of OPEN Trouble:</b>	DO-PLD
<b>Nature of Trouble:</b>	NDT
<b>Reason for Escalation:</b>	Customer has 2 lines that are NDT back to 10/5, customer insists its an outside issue. He has his other ticket Scheduled for Dispatch today and the other ticket is DO-PRE. He states he can't stay home 2 days in a row waiting. Can this ticket be dispatched today along with the other one that is already DO-PRE for today? The other ticket is NYBN01ZHPZ
<b>Ticket Numbers associated with Lines:</b>	NYBN01ZHPZ

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
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**From:** Riddick, Labrina F [<mailto:labrina.f.riddick@verizon.com>]  
**Sent:** Thursday, July 09, 2015 5:02 PM  
**To:** Stuart Diamond; Omangi, Dorice M (Dorice Omangi); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good afternoon,

Update from field team and engineering is as follows.....

*Our records showed there is NO copper in the block and NO adjoining street/hwy terminals to wire-out the customer. Sorry our only option is to go on FIOS.*

Thank you,

**LaBrina Riddick**  
Supervisor Installation & Maintenance  
Global Wholesale | RCMC Escalations  
Verizon Partner Solutions

**From:** Riddick, Labrina F  
**Sent:** Thursday, July 09, 2015 8:41 AM  
**To:** [SDiamond@xchange.tele.com](mailto:SDiamond@xchange.tele.com); Omangi, Dorice M (Dorice Omangi); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good morning,

The field team is still in the process of accessing the work around to provide service for this customer. Will give you an update later on today

Thank you,

**LaBrina Riddick**  
Supervisor Installation & Maintenance  
Global Wholesale | RCMC Escalations  
Verizon Partner Solutions

**From:** Stuart Diamond [mailto:SDiamond@xchangetele.com]  
**Sent:** Wednesday, July 08, 2015 4:20 PM  
**To:** Riddick, Labrina F; Omangi, Dorice M (Dorice Omangi); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good Afternoon.

Just a friendly reminder , as the days pass by, this customer has no dial tone since 6/1. So everyday that we let pass by seems like an eternity to the customer.

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Riddick, Labrina F [mailto:labrina.f.riddick@verizon.com]  
**Sent:** Wednesday, July 08, 2015 10:36 AM  
**To:** Stuart Diamond; Omangi, Dorice M (Dorice Omangi); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good morning,

Field team has advised they are working with the engineer to see if they can wire to a copper cable on that block. As soon as they advise of us of their findings we will update you.

Thank you,

**LaBrina Riddick**  
Supervisor Installation & Maintenance  
Global Wholesale | RCMC Escalations  
Verizon Partner Solutions

**From:** Riddick, Labrina F  
**Sent:** Tuesday, July 07, 2015 12:56 PM  
**To:** SDiamond@xchangetele.com; Omangi, Dorice M (Dorice Omangi); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Thanks.....working with the field work group in the Interim to get a tech out to repair. Will let you know the outcome shortly

Thanks again,

**LaBrina Riddick**  
Supervisor Installation & Maintenance  
Global Wholesale | RCMC Escalations  
Verizon Partner Solutions  
Tel: 973-649-5893  
540 Broad St., Newark, NJ 07102



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**From:** Stuart Diamond [mailto:SDiamond@xchangetele.com]  
**Sent:** Tuesday, July 07, 2015 12:54 PM  
**To:** Riddick, Labrina F; Omangi, Dorice M (Dorice Omangi); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Labrina,

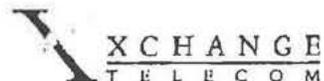
I have sent the email to that group.

I am not sure why it took over 2 business days to be advised of this information. I will keep this in mind for any future similar situations.

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281

myFaxMail - 718-506-1076

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**From:** Riddick, Labrina F [<mailto:labrina.f.riddick@verizon.com>]  
**Sent:** Tuesday, July 07, 2015 12:47 PM  
**To:** Stuart Diamond; Omangi, Dorice M (Dorice Omangi); Rheubottom-wllson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Stuart,

You will need to go back to them and advise you are not interested in fiber so we can move forward. All involved will not move until you advise the **WH NE Req** <[wh.ne.req@one.verizon.com](mailto:wh.ne.req@one.verizon.com)> you are no longer interested and wish to repair the copper. Advise me once you have confirmed as such

Thank you,

**LaBrina Riddick**  
Supervisor Installation & Maintenance  
Global Wholesale | RCMC Escalations  
Verizon Partner Solutions  
Tel: 973-849-5893  
540 Broad St , Newark, NJ 07102



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**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Tuesday, July 07, 2015 12:40 PM  
**To:** Riddick, Labrina F; Omangi, Dorice M (Dorice Omangi); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Labrina,

I made an inquiry if FIBER was available as a way of trying to help my customer get there service working. When I suggested FIBER to the customer they said they can't go to FIBER because they are just the tenant and the owner would not allow it. So I need this customer to stay on copper. I explained this all in my email below (highlighted) from Friday at 10:30AM. Then based on Nikkis response at 11:34AM, I thought we were on the same page?

Why do we have to keep going in circles. I have a customer that has no service during all of this.

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Riddick, Labrina F [<mailto:labrina.f.riddick@verizon.com>]  
**Sent:** Tuesday, July 07, 2015 12:34 PM  
**To:** Stuart Diamond; Omangl, Dorice M (Dorice Omangl); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Stuart,

The attachment shows you asked about fiber. Make your decision and advise the correct group of your decision **WH NE**  
**Req** <[wh.ne.req@one.verizon.com](mailto:wh.ne.req@one.verizon.com)>

Thank you,

**LaBrina Riddick**  
Supervisor Installation & Maintenance  
Global Wholesale | RCMC Escalations  
Verizon Partner Solutions

**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Tuesday, July 07, 2015 9:08 AM  
**To:** Omangl, Dorice M (Dorice Omangl); Rheubottom-wilson, Cherisse N; Parchment, Nyoka N; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS  
**Importance:** High

Good morning,

This issue has been lingering since Friday 7/3 at about 11 AM. The customer is getting highly frustrated and to be honest, I am getting a bit frustrated as well. I was under the impression that this forum was meant for escalations and quicker responses. I would appreciate it if someone could get me an answer on this issue.

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Omangi, Dorice M (Dorice Omangi) [<mailto:dorice.m.omangi@verizon.com>]

**Sent:** Monday, July 06, 2015 3:16 PM

**To:** Rheubottom-wilson, Cherisse N; Stuart Diamond; Parchment, Nyoka N; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations

**Cc:** Itzy Eckstein

**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good afternoon,

I have called the foreman and left a voice message, I also sent an SMS, and called with an option to leave my call back. I am waiting for a response which I'll therefore convey promptly.

Thank you  
Dorice Omangi  
Repair Service Clerk/ RCMC Escalations  
Global Wholesale  
Verizon Enterprise Solutions

**From:** Rheubottom-wilson, Cherisse N

**Sent:** Monday, July 06, 2015 2:02 PM

**To:** [SDiamond@xchangetele.com](mailto:SDiamond@xchangetele.com); Parchment, Nyoka N; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations; Omangi, Dorice M (Dorice Omangi)

**Cc:** Itzy Eckstein

**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good Day, we will respond back as soon as we have an update from the foreman on this. We are awaiting that information. Thank You.

**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Monday, July 06, 2015 1:57 PM  
**To:** Parchment, Nyoka N; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good Afternoon

Second Request?

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Stuart Diamond  
**Sent:** Monday, July 06, 2015 9:54 AM  
**To:** 'Parchment, Nyoka N'; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good Morning

Any updates on this one?

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Parchment, Nyoka N [<mailto:nyoka.n.parchment@verizon.com>]  
**Sent:** Friday, July 03, 2015 3:37 PM  
**To:** Stuart Diamond; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Hi Stuart

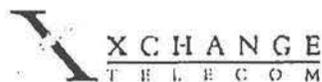
Let us revisit my earlier comment.. Since I have no other notes or knowledge concerning why that position was taken initially. I need to understand what the current state of that location is. If for example, that area is copper retired, I have no leg to stand on so we need to understand the entirety of the situation and then I can pose those probing questions on your behalf

**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Friday, July 03, 2015 3:28 PM  
**To:** Parchment, Nyoka N; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations  
**Cc:** Itzy Eckstein  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Nikki, FIBER will not help, This customer can't go to FIBER. See my original comments below. We need to find a way to fix this on Copper!

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Parchment, Nyoka N [<mailto:nyoka.n.parchment@verizon.com>]  
**Sent:** Friday, July 03, 2015 11:34 AM  
**To:** Stuart Diamond; Robinson, Yvette; Riddick, Labrina F; RCMC Escalations

Cc: Itzy Eckstein

Subject: RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Hello stuart

It looks like there was a cable issue back in dec 4<sup>th</sup> (ticket returned to cable), we went back out on 12/6 but no access and then on 12/9 that same comment you listed below has appeared and has appeared since dec of 2014 up to now. What we need to now verify is if this area has moved to fiber. I will reach out to the tech's foreman (the last tech that went out) to inquire but may not have a response back today if the foreman is not in this weekend due to the holiday but will certainly proceed to help you gather the detail on this first.

86 12/09/2014 10:53 AM SDC

VFY-DO

VREPAIR

DO

WEST BROOK: COMPLETION, NY2GM1100DO, NY2GM1100

CKT: Z, 12/09/2014 10:51 EST

Tech ID: KO7, Employee Code: IFASNY91, Te

EST

START: 12/09/2014 07:30 EST, RESTORE: 1

10:51 EST

D: 0688, C: 219, HANDLING: CCA

Cust Advised Name: , Cust Advised Date: , C

TRBL FOUND: 0688

ACTN TAKEN: CA VER TOK CUSTOMER CA

MIGRATE

**From:** Stuart Diamond

[mailto:SDiamond@xchangetele.com]

**Sent:** Friday, July 03, 2015 10:30 AM

**To:** Robinson, Yvette; Riddick, Labrina F; RCMC Escalations

**Cc:** Itzy Eckstein

**Subject:** RE: (45103880) [REDACTED]

VZ ticket # NYBN0216WS

And this was the close out:

CA VER TOK CUSTOMER CANCELS MIGRATE TO FIOS CHG PR NG ART

Problem is customer does not want to go to FIBER. They are renting and have no available 3 prong outlets. Landlord

not allowing any modifications. What is the issue with staying on Copper?

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMail - 718-506-1076

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**From:** Robinson, Yvette [mailto:yvette.x.robinson@verizon.com]  
**Sent:** Thursday, July 02, 2015 10:48 AM  
**To:** Riddick, Labrina F; Stuart Diamond; RCMC Escalations  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

I spoke to the tech, he will head to this job next.

**From:** Riddick, Labrina F  
**Sent:** Thursday, July 02, 2015 10:22 AM  
**To:** SDiamond@xchangetele.com; RCMC Escalations; Robinson, Yvette  
**Subject:** RE: (45103880) [REDACTED] VZ ticket # NYBN0216WS

Good morning,

Job is assigned to a tech for today. Will have someone reach out to him/her to see if we can obtain an ETA.

Thank you,

**LaBrina Riddick**  
Supervisor Installation & Maintenance  
Global Wholesale | RCMC Escalations  
Verizon Partner Solutions

**From:** Stuart Diamond [mailto:SDiamond@xchangetele.com]  
**Sent:** Thursday, July 02, 2015 9:34 AM  
**To:** RCMC Escalations  
**Subject:** (45103880) [REDACTED] VZ ticket # NYBN0216WS

# RCMC ESCALATIONS

**Date & Time:** 7/2/2015

**CLEC:** Xchange Telecom

**CLEC Contact Name & Number:** Stuart Diamond 646-722-7281

**Verizon Trouble Ticket Number:** NYBN0216WS

**Internal Ticket Number:** 163009

**CKID or TN:** [REDACTED]

**Current Escalation Level:** 1

**Current Status of OPEN Trouble:** DO-PRE

**Nature of Trouble:** Nodlaltone

**Reason for Escalation:** Ticket had commit for 6/11. Still waiting. Was part of cable outage, and would like this addressed and resolved before long weekend.

**Ticket Numbers associated with Lines:**

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Xchange Telecom  
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**From:** Itzy Eckstein  
**Sent:** Thursday, July 16, 2015 3:59 PM  
**To:** Mordy Gross  
**Subject:** FW: Escalation Request

**From:** Jesse Goff  
**Sent:** Thursday, July 16, 2015 3:58 PM  
**To:** Itzy Eckstein  
**Subject:** FW: Escalation Request

**From:** Clark, Marc G [<mailto:marc.g.clark@verizon.com>]  
**Sent:** Wednesday, October 22, 2014 3:02 PM  
**To:** Stuart Diamond; Robinson, Yvette; Jesse Goff; RCMC Escalations  
**Cc:** Mordy Gross; Alfred West; Darren Feder  
**Subject:** RE: Escalation Request

Stuart, as discussed the cooper is failing here , and fiber is available, these tickets do have a history on them so Chronic 2012 can be used

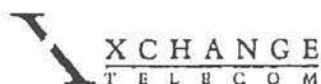
**Marc G. Clark**  
SR CSLT-INSTALL & MAINT Global Wholesale RCMC Escalations | Verizon Enterprise Solutions  
Tel: 973 649-5338 | Mob: 809 495-5144  
540 Broad Street, Newark, New Jersey 07102

**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Wednesday, October 22, 2014 2:35 PM  
**To:** Robinson, Yvette; Jesse Goff; Clark, Marc G; RCMC Escalations  
**Cc:** Mordy Gross; [alfredwest@xchangetele.com](mailto:alfredwest@xchangetele.com); Darren Feder  
**Subject:** RE: Escalation Request

What a surprise, the second line closed out the same way as the first line!

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**From:** Stuart Diamond  
**Sent:** Wednesday, October 22, 2014 2:26 PM  
**To:** 'Robinson, Yvette'; Jesse Goff; Clark, Marc G; RCMC Escalations  
**Cc:** Mordy Gross; 'Alfred West ([AlfredWest@xchangetele.com](mailto:AlfredWest@xchangetele.com))'; Darren Feder  
**Subject:** RE: Escalation Request

I just spoke to the customer, who said the tech told them they need to pull a new wire to provide service but need permission from Xchange?? Now he is working on the second line. I wonder what he will say about that line?

Can you find out what is going on?

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**From:** Robinson, Yvette [<mailto:yvette.x.robinson@verizon.com>]  
**Sent:** Wednesday, October 22, 2014 2:23 PM

**To:** Jesse Goff; Stuart Diamond; Clark, Marc G; RCMC Escalations  
**Subject:** RE: Escalation Request

I didn't say they did. I asked for you to confirm what happened during the dispatch.

**From:** Jesse Goff [<mailto:JGoff@xchangetele.com>]  
**Sent:** Wednesday, October 22, 2014 2:20 PM  
**To:** Robinson, Yvette; [SDiamond@xchangetele.com](mailto:SDiamond@xchangetele.com); Clark, Marc G; RCMC Escalations  
**Subject:** RE: Escalation Request

You really think our customer sat home to tell the tech they are switching to fios?

**From:** Robinson, Yvette [<mailto:yvette.x.robinson@verizon.com>]  
**Sent:** October 22, 2014 2:19 PM  
**To:** Stuart Diamond; Clark, Marc G; RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** RE: Escalation Request

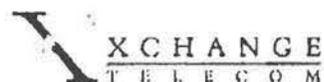
The ticket has closed as migrate to fios. Please contact your customer and confirm what happened during the dispatch.

**From:** Stuart Diamond [<mailto:SDiamond@xchangetele.com>]  
**Sent:** Wednesday, October 22, 2014 1:30 PM  
**To:** Robinson, Yvette; Clark, Marc G; RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** RE: Escalation Request

First ticket shows DO-DSP at 12:50. Cust said he is home waiting, and so far nobody showed up yet?

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**From:** Robinson, Yvette [<mailto:yvette.x.robinson@verizon.com>]  
**Sent:** Wednesday, October 22, 2014 9:04 AM  
**To:** Clark, Marc G; Stuart Diamond; RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** RE: Escalation Request

It's now loaded to the same tech for dispatch today.

**From:** Clark, Marc G  
**Sent:** Wednesday, October 22, 2014 8:49 AM  
**To:** SDiamond@xchangetele.com; RCMC Escalations  
**Cc:** Jesse Goff; Robinson, Yvette  
**Subject:** RE: Escalation Request

Stuart we will have some check and get back to you

Marc G. Clark  
SR CSLT INSTALL & MAINT Global Wholesale RCMC Escalations | Verizon Enterprise Solutions  
Tel: 973 649-5338 | Mob: 609 495-5144  
540 Broad Street, Newark, New Jersey 07102

**From:** Stuart Diamond [mailto:SDiamond@xchangetele.com]  
**Sent:** Wednesday, October 22, 2014 8:34 AM  
**To:** RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** Escalation Request

# RCMC ESCALATION

**Date & Time:** 10/22/2014

**CLEC:** Xchange Telecom

**CLEC Contact Name & Number:** Stuart Diamond 646-722-7281

**Verizon Trouble Ticket Number:** NYBN01ZJ9W

**Internal Ticket Number:** 152089

**CKID or TN:** [REDACTED]

**Current Escalation Level:** None

**Current Status of OPEN Trouble:** DO-PLD

**Nature of Trouble:** NDT

**Reason for Escalation:** Customer has 2 lines that are NDT back to 10/5, customer insists it's an outside issue. He has his other ticket scheduled for dispatch today and the other ticket is DO-PRE. He states he can't stay home 2 days in a row waiting. Can this ticket be dispatched today along with the other one that is already DO-PRE for today? The other ticket is NYBN01ZHPZ

**Ticket Numbers associated with Lines:** NYBN01ZHPZ

Stuart Diamond  
Director – Consumer Operations  
Xchange Telecom  
Office - 646-722-7281  
myFaxMall - 718-506-1076

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**From:** Clark, Marc G [mailto:marc.g.clark@verizon.com]  
**Sent:** Wednesday, October 22, 2014 3:02 PM  
**To:** Stuart Diamond; Robinson, Yvette; Jesse Goff; RCMC Escalations  
**Cc:** Mordy Gross; Alfred West; Darren Feder  
**Subject:** RE: Escalation Request

Stuart, as discussed the cooper is failing here , and fiber is available, these tickets do have a history on them so Chronic 2012 can be used

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**Subject:** RE: Escalation Request

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**To:** RCMC Escalations  
**Cc:** Jesse Goff  
**Subject:** Escalation Request

# RCMC ESCALATION

**Date & Time:** 10/22/2014

**CLEC:** Xchange Telecom

**CLEC Contact Name & Number:** Stuart Diamond 646-722-7281

**Verizon Trouble Ticket Number:** NYBN01ZJ9W

**Internal Ticket Number:** 152089

**CKID or TN:** [REDACTED]

**Current Escalation Level:** None

**Current Status of OPEN Trouble:** DO-PLD

**Nature of Trouble:** NDT

**Reason for Escalation:** Customer has 2 lines that are NDT back to 10/5, customer insists its an outside issue. He has his other ticket Scheduled for Dispatch today and the other ticket is DO-PRE. He states he can't stay home 2 days in a row waiting. Can this ticket be dispatched today along with the other one that is already DO-PRE for today? The other ticket is NYBN01ZHPZ

**Ticket Numbers associated with Lines:** NYBN01ZHPZ

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**From:** WH NE Req [<mailto:wh.ne.req@verizon.com>]  
**Sent:** Tuesday, July 21, 2015 10:46 AM  
**To:** Stuart Diamond  
**Cc:** WH NE Req  
**Subject:** FW: request to migrate to fiber

Hi Stuart,

This acct was referred by the tech for fiber migration. You can migrate using a project code of FITOF. Thanks

the tech on site for a repair visit advsd no spares in underground-underground failing suggesting customer be placed on fiber.

btn - 516 239-0779

cbr - 917 703-4305

cus name - [REDACTED]