

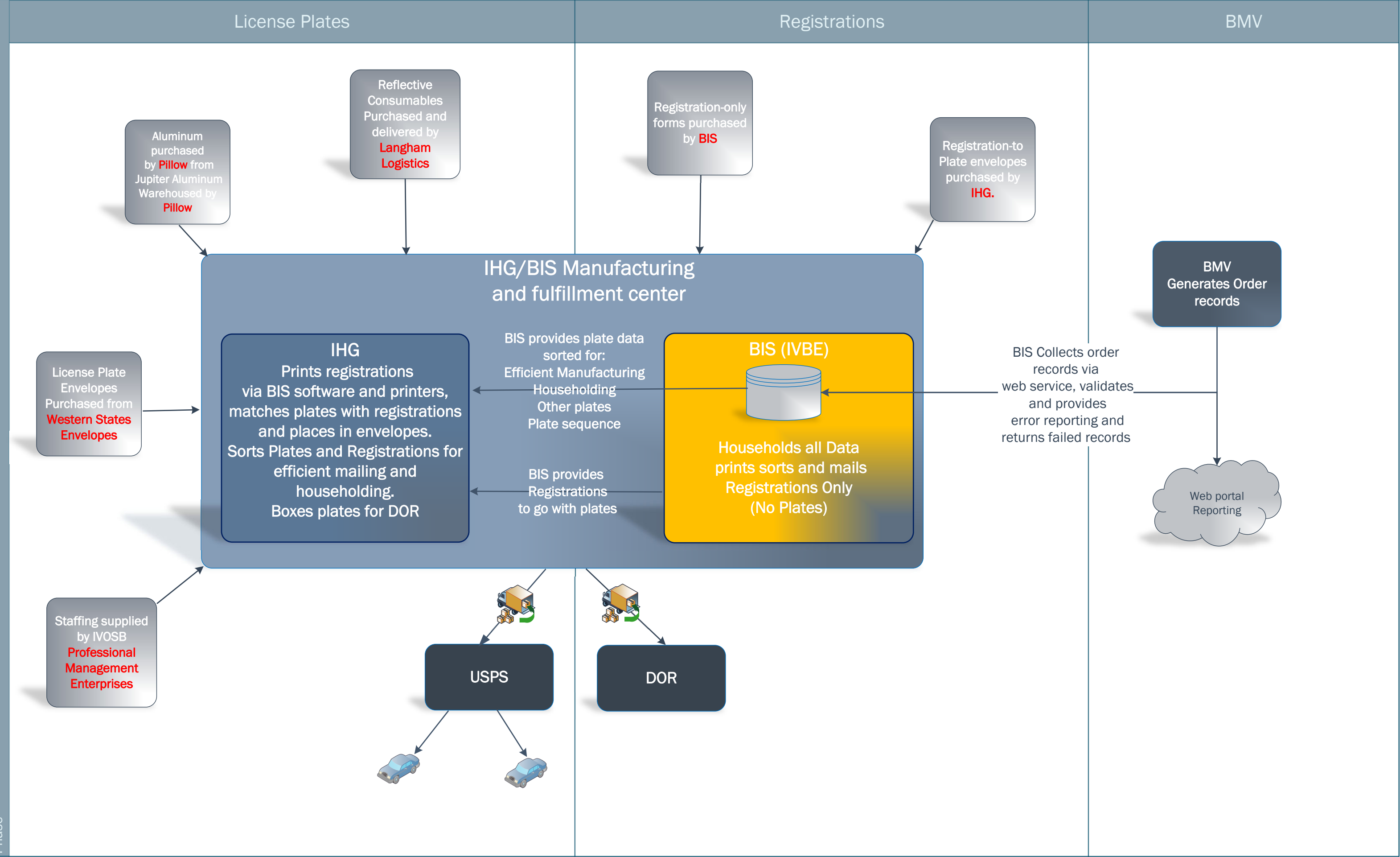


APPENDIX 2
TO
TECHNICAL PROPOSAL
ATTACHMENT F

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Call Center Escalation Process Flow

