

## Category - Large volume facility and high dollar repair claims

### Approximate Timetable for claims process

DATE OF DAMAGE	1 MO.	2 MOS..	6 MOS..	9 MOS.	1 YR.	2 TO 3 YRS.
DAMAGE NOTIFICATION	INVESTIGATE LIABILITY	REVIEW BILLING INFORMATION	STATE FINES CONTRACTOR	RECOVERY OF DOLLARS FROM NEGOTIATIONS	ASSIST ATTORNEY	PARTICIPATE IN MEDIATION / ARBITRATION
ADMIN. OF PROJECT #	COLLECT DOCUMENTATION	DETERMINE LIABILITY	NEGOTIATE SETTLEMENT	NEGOTIATIONS FAILED	RESPOND TO INTEROGATORIES	
INITIATE TRACKING ON ALL TIME AND EXPENSE	CONDUCT INTERVIEWS	FILE CLAIM WITH INSURANCE CO.	OBTAIN CONCURENCE TO LITIGATE IF NEGOTIATIONS FAIL	PREPARE CASE FOR LITIGATION	PARTICIPATE IN DEPOSITIONS	RECOVERY OF DOLLARS FROM LEGAL ACTION
	DETERMINE CUSTOMER REFUND \$	PETITION STATE FOR ONE CALL VIOLATION	SEND FINAL DEMAND LETTER	COORDINATE WITH LOCAL ATTORNEY & AT&T LEGAL		
	CALCULATE LOSS OF USE					