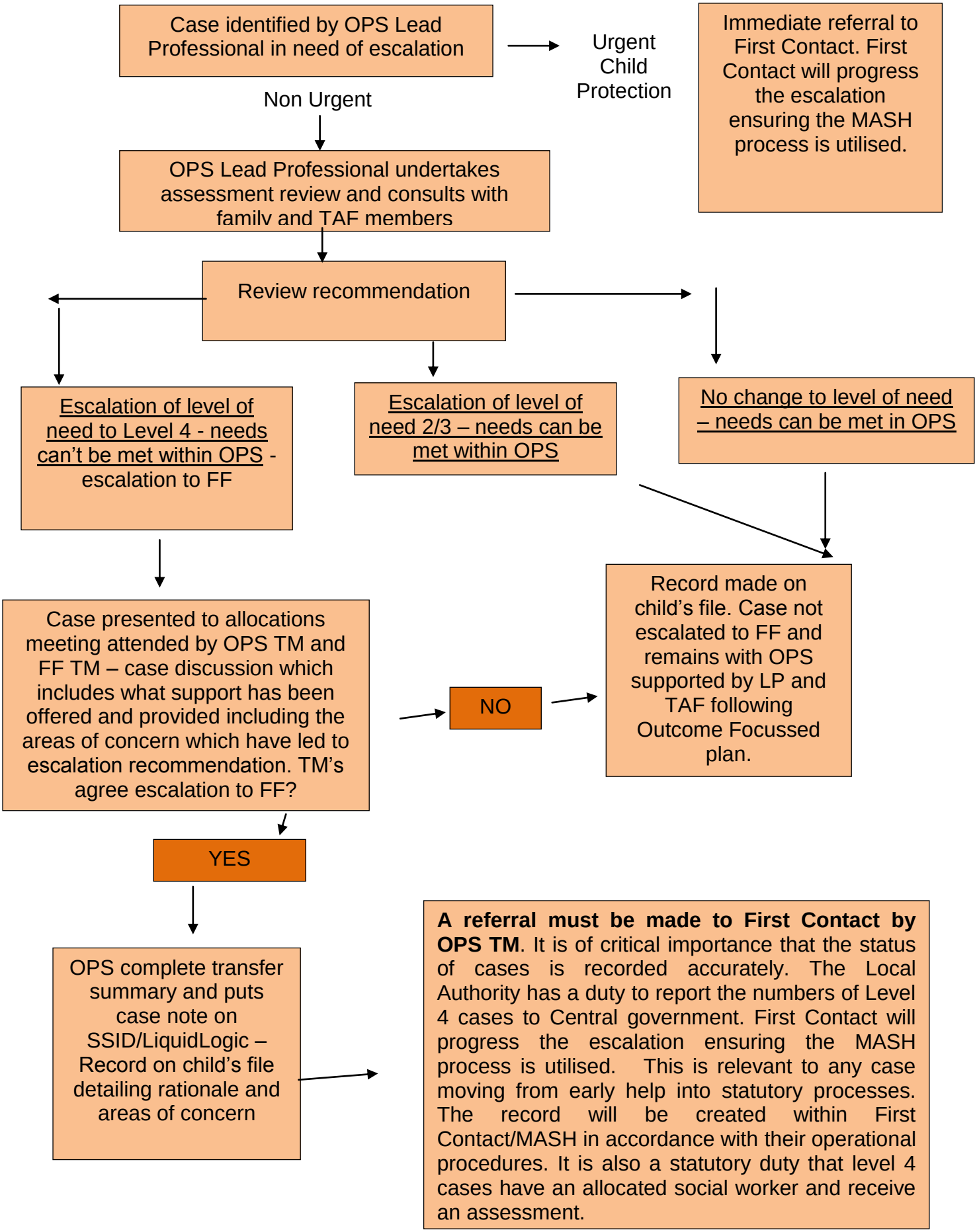Appendix C: Escalation of a Case from OPS to FF