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January 27, 2023
Via E-File

Ms. Sallie Tanner, Executive Secretary
Georgia Public Service Commission
244 Washington Street S.W.
Atlanta, GA 30334-9052

RE: ACN Communication Services, LLC
2023 Family Violence Shelter Plan Affidavit

Dear Mr. McAlister:

Please find the above referenced 2023 Affidavit submitted on behalf of ACN Communication Services, LLC verifying that the Company will comply with the minimum requirements set forth in the May 3, 2005, Order of the Georgia Public Service Commission to implement the 2004 Family Violence Shelter Confidentiality Act (Senate Bill 147)

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to Sthomas@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas

Sharon Thomas
Consultant

tms: GAx2302

Enclosures
ST/kb

Ga. Comp. R. & Regs. r. 515-12-1-.37 Family Violence Shelter Confidentiality Protection
Georgia Administrative Code
Department 515. RULES OF GEORGIA PUBLIC SERVICE COMMISSION
Chapter 515-12. TELEPHONE SERVICE
Subject 515-12-1. TELEPHONE SERVICE

Rule 515-12-1-.37. Family Violence Shelter Confidentiality Protection

(1) Each person, corporation, or other entity that provides telephone service in this state and each person, corporation, or other entity that publishes, disseminates, or otherwise provides telephone directory information or listings of telephone subscribers in this state shall file with the Commission for approval a plan setting forth in detail how such person, corporation, or other entity will protect the confidentiality of the address or location of family violence shelters, as defined in Code Section 19-13-20, in this state.

(a) Such plan shall be an affidavit that attests that the telephone company will comply with the requirements set forth in paragraph (2) of this rule.

(b) Such affidavit shall be submitted to the Commission upon certification and on January 31 of each odd-numbered year thereafter.

(c) Provided the affidavit attests that the telephone company will comply with paragraph (2) of this rule, it shall be deemed approved upon filing.

(2) The affidavit shall attest that the telephone company will comply, at minimum, with the following requirements:

(a) The entity shall make one or more employees responsible for confirming that the entity's records mark and protect every certified family violence shelter in the state.

(b) Sales associates for the entity shall be trained to respond to requests by a customer or potential customer for a new or additional service by asking questions intended to elicit the nature of the customer's business, including its identity as a family violence shelter. If a customer is identified as a family violence shelter, the customer shall be assigned to a service representative who has been specially trained and designated for interactions with family violence shelters.

(c) Prior to including a new listing in a directory, the entity shall confirm that the listing is not a family violence shelter.

(d) With regard to directory assistance/operator services:

1. Service orders for family violence shelter customers shall contain a code indicating that the address of the customer is not to be listed in the directory and should not be included in the directory assistance database.

2. When no address is provided in the database, the operator shall provide only the phone number. For those instances in which the customer requests the listing at a specific phone number, operators shall be instructed to advise the customer that they have the listing name and number but no address details are available.

(e) Telephone service providers shall have the following procedures in place to protect against attempts to locate the physical address of a family violence shelter:

1. access to retail accounts identified as family violence shelters will be restricted to designated telephone service provider employees;

2. personnel will be instructed not to provide customer proprietary network information to persons with whom they interact, unless such person has been authenticated and there is a valid business reason for providing the requested information; and

3. the telephone service provider shall provide or arrange for the training of personnel tasked with implementing this rule, and

4. all family violence shelter accounts shall be excluded from outbound sales efforts.

(f) If such entity discovers that information of a family violence shelter has been disclosed, then the entity shall take the following steps:

1. notify the Georgia Commission on Family Violence by telephone within 24 hours of the discovery;

2. notify the family violence shelter by telephone as soon as possible but no later than 24 hours of the discovery; and

3. provide written notice to the Georgia Public Service Commission no later than seven calendar days within seven days of the discovery. Such written notice will confirm that paragraphs (1) and (2) of this subsection were complied with.

FAMILY VIOLENCE SHELTER CONFIDENTIALITY PROTECTION AFFIDAVIT

OFFICER OR ATTORNEY/ AGENT:					
COMPANY	ACN Communication Services, LLC				
NAME	Dave Stevanovski				
TITLE	President				
ADDRESS 1	1000 Progress Place				
ADDRESS 2					
CITY	Concord	STATE	NC	ZIP CODE	28025

THE INDIVIDUAL NAMED ABOVE (HEREINAFTER, "AFFIANT") PERSONALLY APPEARED BEFORE THE UNDERSIGNED, AN OFFICER DULY AUTHORIZED TO ADMINISTER OATHS. THE AFFIANT, AFTER FIRST BEING DULY SWORN, DEPOSES AND CERTIFIES THAT HE OR SHE HAS READ COMMISSION RULE 515-12-1-.37 FAMILY VIOLENCE SHELTER CONFIDENTIALITY PROTECTION AND WILL COMPLY WITH THE REQUIREMENTS CONTAINED THEREIN.

THIS AFFIDAVIT SHALL CONSTITUTE THE PLAN FOR PROTECTION OF THE CONFIDENTIALITY OF FAMILY VIOLENCE SHELTERS REQUIRED BY COMMISSION RULE 515-12-1-.37 FAMILY VIOLENCE SHELTER CONFIDENTIALITY PROTECTION AND O.C.G.A. § 46-5-7

Dave Stevanovski
SIGNATURE OF AFFIANT

1-24-2023
DATE

SUBSCRIBED AND SWORN TO ME THIS
24 DAY OF January , 20 23

Kimberly McMillan
NOTARY PUBLIC

(SEAL)

KIMBERLY MCMILLAN
Notary Public, North Carolina
Mecklenburg County
My Commission Expires
4.22.2023

North Carolina, Cabarrus County
"Dave Stevanovski"