Sharon Adams
Government Relations Analyst
State Government Affairs

22001 Loudoun County Parkway
Ashburn, VA 20147
sharon.e.adams@verizon.com
703-694-5951

ELECTRONIC MAIL

March 3, 2023

Ms. Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, Suite 127
Atlanta, Georgia 30334

Re: Verizon Business Global LLC - Customer Service Contact and Escalation List; Commission Rule 515-12-1-.34(7)(a)

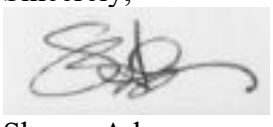
Dear Ms. Tanner:

Please find enclosed for filing of the above referenced Customer Service Contact and Escalation List for the subsidiaries of Verizon Business Global LLC holding certificates in Georgia. Those subsidiaries are:

- MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services.
- MCI Communications Services LLC d/b/a Verizon Business Services

If you have any questions or concerns, please feel free to contact me.

Sincerely,



Sharon Adams
Government Relations Analyst

cc: Dulaney L. O'Roark, III

Enclosure

MCI Communications Services LLC
d/b/a Verizon Business Services
(IXC Certificate X-818)

Customer Service Contact Information/Company Contact Escalation Information

Customer Service Contact Information:

Consumer Long Distance Customer Service: 1-800-444-3333
Small Business Long Distance Customer Service: 1-800-444-2222
Spanish Consumer Long Distance Customer Service: 1-800-950-4652

Repair Inquiries: 1-800-868-0457

For PSC Complaints
Via e-mail: CDR-Agency-relations@verizon.com
Agency Relations Facsimile: 1-800-854-7960
Agency Relations Telephone: 1-800-624-0533
Via US Mail:
Agency Relations
PO Box 1145
Cedar Rapids, IA 52406-1145

Georgia Regulatory Attorney
Dulaney L. O'Roark, III
Verizon
One Verizon Place
Alpharetta, GA 30004
Phone: 678-339-5081
E-mail: de.oroark@verizon.com

Georgia Regulatory Contact
Sharon Adams
Verizon
22001 Loudoun County Parkway
Ashburn, VA 20147
Phone: 703-694-5951
E-mail: sharon.e.adams@verizon.com

MCImetro Access Transmission Services LLC
d/b/a Verizon Access Transmission Services
(CLEC Certificate L-003)

Customer Service Contact Information/Company Contact Escalation Information

Customer Service Contact Information:

Consumer Local Customer Service: 1-888-624-5622
Small Business Local Customer Service: 1-800-436-4444
Spanish Consumer Local Customer Service: 1-877-552-6362
Spanish Small Business Local Customer Service: 1-800-400-0721

Consumer Long Distance Customer Service: 1-800-444-3333
Small Business Long Distance Customer Service: 1-800-444-2222
Spanish Consumer Long Distance Customer Service: 1-800-950-4652

"The Neighborhood" Inquiries:

The Neighborhood Customer Service: 1-888-MCI-LOCAL (888-624-5622)

Repair Inquiries: 1-800-868-0457

For PSC Complaints

Via e-mail: CDR-Agency-relations@verizon.com
Agency Relations Facsimile: 1-800-854-7960
Agency Relations Telephone: 1-800-624-0533
Via US Mail:
Agency Relations
PO Box 1145
Cedar Rapids, IA 52406-1145

Georgia Regulatory Attorney

Dulaney L. O'Roark, III
Verizon
One Verizon Place
Alpharetta, GA 30004
Phone: 678-339-5081
E-mail: de.oroark@verizon.com

Georgia Regulatory Contact

Sharon Adams
Verizon
22001 Loudoun County Parkway
Ashburn, VA 20147
Phone: 703-694-5951
E-mail: sharon.e.adams@verizon.com