Southern Telecom

241 Ralph McGill Blvd NE
20th Floor | Bin 10204
Atlanta, GA 30308
Phone 404.506.1555

SENT VIA E-File

May 4, 2023

Georgia Public Service Commission
244 Washington Street, SW
Atlanta, GA 30334-9052
ATTN: Secretary

RE: Annual filing: Company Contact Escalation List

Dear Secretary:

Please find attached Southern Telecom's current Customer Service Contact and Escalation List in satisfaction of our annual filing.

If you should have any questions concerning this matter, please contact me directly at 678-443-1853 or LSEAL@southernco.com.

Sincerely,



Laura A. Seal
Contracts Administrator

Attachment

Southern Telecom

PRIMARY OPERATIONS CONTACTS AND ESCALATION LIST

Primary Point of Contact for Operations Support

Southern Telecom Network Operations Center (NOC)
Primary Contact Number: 1-866-291-3992
Back Up Number: 1-800-845-3609
Email: stinoc@southernco.com

Initial Contact for IOC & STI Customers

1. **Shawn Grinstead – Southern Telecom Network Operations**
   Mobile : 770-663-4138
   Other: 404-506-1555
   Email : sdgrinst@southernco.com

Operations Escalation Points of Contact

2. **JOSE HARDY** – SOUTHERN COMPANY IOC FRONTLINE SUPERVISOR
   Office: 404-506-3816
   Mobile: 678-463-9941
   Email: jlhardy@southernco.com

3. **RICK RAMER** – TELECOM SUPER, OPERATIONS AL LONG HAUL FIBER
   Office: 251-743-5313
   Mobile: 251-244-0262
   Email: rrramerj@southernco.com

4. **STEVE LEWIS** – SOUTHERN COMPANY GROUP MGR, IT FIELD SUPPORT
   Office: 228-539-7574
   Mobile: 228-760-0487
   Email: sflewis@southernco.com

5. **MELANIE SOSEBEE** – INFRASTRUCTURE OPERATIONS DIRECTOR
   Office: 404-506-4220
   Mobile: 404-775-8513
   Email: mssosebe@southernco.com