Georgia Public Service Commission

244 WASHINGTON STREET, SW
ATLANTA, GEORGIA 30334-5701

CUSTOMER SERVICE CONTACT INFORMATION/ COMPANY CONTACT ESCALATION LIST

Commission Rule 515-12-1-.34 Code of Conduct for Winback Activities imposes the following filing requirement on all Incumbent and Competitive Local Exchange Carriers:

> (7) (a) LECs shall maintain and have on file with this Commission customer service contact information and a company contact escalation list. **This information shall be filed on an annual basis, except that LECs shall file any changes to this information on a quarterly basis. The date for the annual filing shall be March 31st of each year.** LECs shall make this information available to other LECs.

Please file the completed form electronically at https://psc.ga.gov/alternative-efile/.

Questions regarding filing procedures should be directed to Ms. Sallie Tanner at (404) 463-7747 or stanner@psc.ga.gov.

Questions regarding the application should be directed to Ms. Erica Wilson at (404) 651-9402 or ewilson@psc.ga.gov.

GEORGIA PUBLIC SERVICE COMMISSON
CUSTOMER SERVICE CONTACT INFORMATION/
COMPANY CONTACT ESCALATION LIST

COMPANY NAME:	**NGA 911, LLC**
ADDRESS:	8383 Wilshire Blvd,
CERTIFICATE NUMBER(S):	
PREPARED BY:	Ishka Villa
PHONE:	866-899-8337
EMAIL:	regulatory@nga911.com

CUSTOMER SERVICE NUMBER:	866-899-8337

COMMISSION COMPLAINT CONTACT:	
NAME:	Michelle Bland
TITLE:	Chief Operations Officer
PHONE:	916-862-3373
EMAIL:	michelle@nga911.com
ADDRESS (IF NOT SAME AS ABOVE):	

REGULATORY CONTACT:	
NAME:	Ishka Villa
TITLE:	Chief Financial Officer
PHONE:	310-721-3723
EMAIL:	ishka@nga911.com
ADDRESS (IF NOT SAME AS ABOVE):	

TARIFF CONTACT:	
NAME:	Ishka Villa
TITLE:	Chief Financial Officer

PHONE:	310-721-3723
EMAIL:	ishka@nga911.com
ADDRESS (IF NOT SAME AS ABOVE):	

ATTORNEY:	
NAME:	Larry Russ
TITLE:	Attorney
PHONE:	310-826-7474
EMAIL:	lruss@raklaw.com
ADDRESS (IF NOT SAME AS ABOVE):	12424 Wilshire Boulevard, 12th Floor Los Angeles, California 90025
NAME OF FIRM (IF APPLICABLE):	Russ August & Kabat Law Firm