# 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.



Sensitivity: Internal

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

| **COMPANY NAME:** | Intellifiber Networks, LLC |
|---|---|
| ADDRESS: | 4005 N Rodney Parham Rd<br>Little Rock, AR 72212 |
| CERTIFICATE NUMBER(S): | |
| PREPARED BY: | Susanne Bardsley |
| PHONE: | 501-748-5488 |
| EMAIL: | Susanne.bardsley@windstream.com |

| **CUSTOMER SERVICE NUMBER:** | 800-347-1991 |
|---|---|

| **COMMISSION COMPLAINT CONTACT:** | |
|---|---|
| NAME: | Andrea Curtis |
| TITLE: | Director- Customer Service |
| PHONE: | (855) 352-2731 |
| EMAIL: | customerassistance@windstream.com |
| ADDRESS (IF NOT SAME AS ABOVE): | |

| **REGULATORY CONTACT:** | |
|---|---|
| NAME: | Rebecca W West |
| TITLE: | Staff Manager - Regulatory Compliance |
| PHONE: | 954-252-1023 |
| EMAIL: | Becky.west@windstream.com |
| ADDRESS (IF NOT SAME AS ABOVE): | |

| **TARIFF CONTACT:** | |
|---|---|
| NAME: | Lynn Hughes |
| TITLE: | Director – Carrier Interconnect |
| PHONE: | 501-748-5367 |
| EMAIL: | s.lynn.hughes@windstream.com |
| ADDRESS (IF NOT SAME AS ABOVE): | |

| **ATTORNEY:** | |
|---|---|
| NAME: | Nicole Winters |
| TITLE: | Sr Counsel • GC General Counsel |
| PHONE: | 501-748-6313 |
| EMAIL: | nicole.winters@windstream.com |
| ADDRESS (IF NOT SAME AS ABOVE): | |
| NAME OF FIRM (IF APPLICABLE): | |