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 COMMISSION
CUSTOMER SERVICE CONTACT INFORMATION/
COMPANY CONTACT ESCALATION LIST

COMPANY NAME:	Velocity, A Managed Services Company, Inc.
ADDRESS:	6936 Spring Valley Drive
CERTIFICATE NUMBER(S):	L-0472
PREPARED BY:	Corey Franklin
PHONE:	419-868-9983
EMAIL:	compliance@velocitymsc.com

CUSTOMER SERVICE NUMBER:	866-983-5624

COMMISSION COMPLAINT CONTACT:	
NAME:	Anthony Nguyen
TITLE:	Chief Information Officer & CISO
PHONE:	419-868-9983
EMAIL:	anguyen@velocitymsc.com
ADDRESS (IF NOT SAME AS ABOVE):	PO Box 669, Holland, OH 43528

REGULATORY CONTACT:	
NAME:	Corey Franklin
TITLE:	Compliance & Audit Manager
PHONE:	419-868-9983
EMAIL:	compliance@velocitymsc.com
ADDRESS (IF NOT SAME AS ABOVE):	PO Box 669, Holland, OH 43528

TARIFF CONTACT:	
NAME:	
TITLE:	
PHONE:	
EMAIL:	
ADDRESS (IF NOT SAME AS ABOVE)	

ATTORNEY	
NAME:	Matt Dean
TITLE:	Consultant
PHONE:	405-470-4649
EMAIL:	Matt.Dean@jsitel.com
ADDRESS (IF NOT SAME AS ABOVE)	1725 Windward Concourse, Suite 150, Alpharetta, GA 30005
NAME OF FIRM (IF APPLICABLE):	