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:	BT Communications Sales, LLC
ADDRESS:	11130 Sunrise Valley Drive, Suite 325
CERTIFICATE NUMBER(S):	L-0239
PREPARED BY:	Ruth Holder
PHONE:	703-755-6733
EMAIL:	ruth.holder@bt.com

CUSTOMER SERVICE NUMBER:	833-556-6406

COMMISSION COMPLAINT CONTACT:	
NAME:	Ruth Holder
TITLE:	Compliance Manager
PHONE:	703-755-6733
EMAIL:	ruth.holder@bt.com
ADDRESS (IF NOT SAME AS ABOVE):	11130 Sunrise Valley Drive, Suite 325, Reston, VA 20191

REGULATORY CONTACT:	
NAME:	Ruth Holder
TITLE:	Compliance Manager
PHONE:	703-755-6733
EMAIL:	ruth.holder@bt.com
ADDRESS (IF NOT SAME AS ABOVE):	11130 Sunrise Valley Drive, Suite 325, Reston, VA 20191

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

ATTORNEY	
NAME:	Carey Roesel
TITLE:	Regulatory Consultant
PHONE:	470-672-3934
EMAIL:	Carey.Roesel@jsitel.com
ADDRESS (IF NOT SAME AS ABOVE)	151 Southhall Lane, Suite 450, Maitland, FL 32751
NAME OF FIRM (IF APPLICABLE):	