# 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:** | Lingo Telecom, LLC |
|---|---|
| ADDRESS: | 25925 Telegraph Rd, Suite 210 |
| CERTIFICATE NUMBER(S): | L-0388 |
| PREPARED BY: | Alex Valencia |
| PHONE: | 972-910-1720 |
| EMAIL: | Alex.Valencia@lingo.com |

| **CUSTOMER SERVICE NUMBER:** | 888-411-0111 |
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| **COMMISSION COMPLAINT CONTACT:** | |
|---|---|
| NAME: | Mary Hope |
| TITLE: | Regulatory Manager - Consumer Affairs |
| PHONE: | 972-910-1374 |
| EMAIL: | complaints@lingo.com |
| ADDRESS (IF NOT SAME AS ABOVE): | 25925 Telegraph Rd, Suite 210, Southfield, MI 48033 |

| **REGULATORY CONTACT:** | |
|---|---|
| NAME: | Alex Valencia |
| TITLE: | Chief Compliance Officer |
| PHONE: | 972-910-1720 |
| EMAIL: | Alex.Valencia@lingo.com |
| ADDRESS (IF NOT SAME AS ABOVE): | 25925 Telegraph Rd, Suite 210, Southfield, MI 48033 |

| **TARIFF CONTACT:** | |
|---|---|
| NAME: | Alex Valencia |
| TITLE: | Chief Compliance Officer |
| PHONE: | 972-910-1720 |
| EMAIL: | Alex.Valencia@lingo.com |
| ADDRESS (IF NOT SAME AS ABOVE) | 25925 Telegraph Rd, Suite 210, Southfield, MI 48033 |

| **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): | |