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:	DukeNet Communications, LLC
ADDRESS:	12405 Powerscourt Drive; St. Louis, MO 63131
CERTIFICATE NUMBER(S):	L-0294
PREPARED BY:	Stacey Hines
PHONE:	314-394-9854
EMAIL:	stacey.hines@charter.com

CUSTOMER SERVICE NUMBER:	833-694-9259

COMMISSION COMPLAINT CONTACT:	
NAME:	William Wesselman
TITLE:	VP Law - Telephone Regulatory
PHONE:	888-438-2427
EMAIL:	regulatory.complaints@charter.com
ADDRESS (IF NOT SAME AS ABOVE):	6399 S. Fiddlers Green Circle Greenwood Village, CO 80111

REGULATORY CONTACT:	
NAME:	Tim Goodwin
TITLE:	VP State Regulatory Affairs
PHONE:	720-699-4471
EMAIL:	tim.goodwin@charter.com
ADDRESS (IF NOT SAME AS ABOVE):	6399 S. Fiddlers Green Circle Greenwood Village, CO 80111

TARIFF CONTACT:	
NAME:	Frank App
TITLE:	Director Regulatory
PHONE:	813-387-3644
EMAIL:	Frank.app@charter.com
ADDRESS (IF NOT SAME AS ABOVE)	4145 S. Falkenburg Rd; Riverview, FL 33578

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):	