Wide Voice, LLC

Name of Report: GA Contact and Escalation Information Update-CLEC/ILEC (due 03/31/2025)

The following pertains to this report:

- Please confirm all information is correct.

Please approve this report online indicating your approval for JSI to file this report..

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:	Wide Voice, LLC
ADDRESS:	410 South Rampart, Suite 390
CERTIFICATE NUMBER(S):	L-0541
PREPARED BY:	Bryan Petersen
PHONE:	702-913-1083
EMAIL:	bryan@widevoice.com

CUSTOMER SERVICE NUMBER:	844-844-8444

COMMISSION COMPLAINT CONTACT:	
NAME:	Erla Erlingsdottir
TITLE:	Sr. Manager of Telephony Services
PHONE:	702-913-1084
EMAIL:	erlae@widevoice.com
ADDRESS (IF NOT SAME AS ABOVE):	410 South Rampart, Suite 390, Las Vegas, NV 89145

REGULATORY CONTACT:	
NAME:	Bryan Petersen
TITLE:	CNO
PHONE:	702-913-1083
EMAIL:	bryan@widevoice.com
ADDRESS (IF NOT SAME AS ABOVE):	410 South Rampart, Suite 390, Las Vegas, NV 89145

TARIFF CONTACT:	
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

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):	