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.

Sensitivity: Internal

GEORGIA PUBLIC SERVICE COMMISSON
CUSTOMER SERVICE CONTACT INFORMATION/
COMPANY CONTACT ESCALATION LIST

COMPANY NAME:	Talk America, LLC
ADDRESS:	4005 N Rodney Parham Rd Little Rock, AR 72212
CERTIFICATE NUMBER(S):	
PREPARED BY:	Susanne Bardsley
PHONE:	501-748-5488
EMAIL:	Susanne.bardsley@windstream.com

CUSTOMER SERVICE NUMBER:	1-800-600-5050

COMMISSION COMPLAINT CONTACT:	
NAME:	Andrea Hairston
TITLE:	Director- Customer Service
PHONE:	(855) 352-2731
EMAIL:	andrea.hairston@windstream.com
ADDRESS (IF NOT SAME AS ABOVE):	131 W Matthews St. Matthews, NC 28105

REGULATORY CONTACT:	
NAME:	Rebecca W West
TITLE:	Staff Manager - Regulatory Compliance
PHONE:	954-252-1023
EMAIL:	Becky.west@windstream.com
ADDRESS (IF NOT SAME AS ABOVE):	

TARIFF CONTACT:	
NAME:	Lynn Hughes
TITLE:	Director – Carrier Interconnect
PHONE:	501-748-5367
EMAIL:	s.lynn.hughes@windstream.com
ADDRESS (IF NOT SAME AS ABOVE):	

ATTORNEY:	
NAME:	Nicole Winters
TITLE:	Sr Counsel • GC General Counsel
PHONE:	501-748-6313
EMAIL:	nicole.winters@windstream.com
ADDRESS (IF NOT SAME AS ABOVE):	
NAME OF FIRM (IF APPLICABLE):	