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 COMMISSON
CUSTOMER SERVICE CONTACT INFORMATION/
COMPANY CONTACT ESCALATION LIST

COMPANY NAME:	**Point Broadband Fiber Holding, LLC**
ADDRESS:	2901 Society Hill Road
CERTIFICATE NUMBER(S):	Cert. L-7766, Cert X-7828, Dock. 43705
PREPARED BY:	John Kemp
PHONE:	334.524.0335
EMAIL:	John.Kemp@point-broadband.com

CUSTOMER SERVICE NUMBER:	844.407.6468

COMMISSION COMPLAINT CONTACT:	
NAME:	Pedro Tovar
TITLE:	Sr. Manager CEX Operations
PHONE:	989.206.4746
EMAIL:	Pedro.Tovar@point-broadband.com
ADDRESS (IF NOT SAME AS ABOVE):	617 E. Lake Street, Stanton, Michigan 48888

REGULATORY CONTACT:	
NAME:	John Kemp
TITLE:	Deputy General Counsel
PHONE:	334.524.0335
EMAIL:	John.kemp@point-broadband.com
ADDRESS (IF NOT SAME AS ABOVE):	Same

TARIFF CONTACT:	
NAME:	Regulatory Group
TITLE:	
PHONE:	
EMAIL:	regulatory@point-broadband.com
ADDRESS (IF NOT SAME AS ABOVE):	

ATTORNEY:	
NAME:	Chad Wachter
TITLE:	Chief General Counsel
PHONE:	706.773.2663
EMAIL:	Chad.wachter@point-broadband.com
ADDRESS (IF NOT SAME AS ABOVE):	Same
NAME OF FIRM (IF APPLICABLE):	