



**5055 North Point Parkway
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February 24, 2025

VIA ALTERNATIVE E-FILE

Docket: 14232

Ms. Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, Suite 127
Atlanta, Georgia 30334

Re: MCI Communications Services LLC, MCImetro Access Transmission Services LLC and XO Communications Services, LLC - Customer Service Contact and Escalation List; Commission Rule 515-12-1-.34(7)(a)

Dear Ms. Tanner:

Please find enclosed for filing of the above referenced Customer Service Contact and Escalation List for the subsidiaries of Verizon Business Global LLC holding certificates in Georgia. Those subsidiaries are:

- MCImetro Access Transmission Services LLC d/b/a Verizon Access Transmission Services.
- MCI Communications Services LLC d/b/a Verizon Business Services
XO Communications Services, LLC

If you have any questions or concerns, please feel free to contact me.

Respectfully submitted,

A handwritten signature in black ink that reads "Melissa A. Burris".

Melissa A. Burris

Enclosures

**MCI Communications Services LLC
d/b/a Verizon Business Services
(IXC Certificate X-818)**

Customer Service Contact Information/Company Contact Escalation Information

Customer Service Contact Information:

Consumer Long Distance Customer Service: 1-800-444-3333
Small Business Long Distance Customer Service: 1-800-444-2222
Spanish Consumer Long Distance Customer Service: 1-800-950-4652

Repair Inquiries: 1-800-868-0457

For PSC Complaints

Via e-mail: CDR-Agency-relations@verizon.com
Agency Relations Facsimile: 1-800-854-7960
Agency Relations Telephone: 1-800-624-0533
Via US Mail:

Agency Relations
PO Box 1145
Cedar Rapids, IA 52406-1145

Georgia Regulatory Contact

Missie Burris
Verizon
5055 North Point Parkway
Alpharetta, GA 30022
Phone: 678-259-1749
E-mail: missie.burris@verizon.com

Georgia Alternate Regulatory Contact

Shannon Freedlund
Verizon
5055 North Point Parkway
Alpharetta, GA 30022
Phone: 847-378-4573
E-mail: shannon.brown@verizon.com

**MCImetro Access Transmission Services LLC
d/b/a Verizon Access Transmission Services
(CLEC Certificate L-003)**

Customer Service Contact Information/Company Contact Escalation Information

Customer Service Contact Information:

Consumer Long Distance Customer Service: 1-800-444-3333

Small Business Long Distance Customer Service: 1-800-444-2222

Spanish Consumer Long Distance Customer Service: 1-800-950-4652

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Georgia Regulatory Contact

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Georgia Alternate Regulatory Contact

Shannon Freedlund

Verizon

5055 North Point Parkway

Alpharetta, GA 30022

Phone: 847-378-4573

E-mail: shannon.brown@verizon.com

**XO Communications Services, LLC
(CLEC Certificate L-066)
(Resale Certificate R-0524)**

Customer Service Contact Information/Company Contact Escalation Information

Customer Service Contact Information:

Billing, Repair, Migration, help: 1-800-421-3872

For PSC Complaints

Via e-mail: CDR-Agency-relations@verizon.com

Agency Relations Facsimile: 1-800-854-7960

Agency Relations Telephone: 1-800-624-0533

Via US Mail:

Agency Relations

PO Box 1145

Cedar Rapids, IA 52406-1145

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