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:	CallTower, Inc.
ADDRESS:	10701 S. River Front Pkwy, Suite 450 South Jordan, UT 84095
CERTIFICATE NUMBER(S):	L-7984
PREPARED BY:	Karen Hyde
PHONE:	703-714-1306
EMAIL:	kmh@commpliancegroup.com

CUSTOMER SERVICE NUMBER:	800-347-5444

COMMISSION COMPLAINT CONTACT:	
NAME:	Dan Newman
TITLE:	Director of Tax and Compliance
PHONE:	(385) 265-2271
EMAIL:	compliance@calltower.com
ADDRESS (IF NOT SAME AS ABOVE):	

REGULATORY CONTACT:	
NAME:	Karen Hyde
TITLE:	Managing Compliance Consultant
PHONE:	703-714-1306
EMAIL:	kmh@commpliancegroup.com
ADDRESS (IF NOT SAME AS ABOVE):	1430 Spring Hill Road, Suite 315 Tysons, VA 22102

TARIFF CONTACT:	
NAME:	Dan Newman
TITLE:	Director of Tax and Compliance
PHONE:	(385) 265-2271
EMAIL:	compliance@calltower.com
ADDRESS (IF NOT SAME AS ABOVE):	

ATTORNEY:	
NAME:	N/A
TITLE:	
PHONE:	
EMAIL:	
ADDRESS (IF NOT SAME AS ABOVE):	
NAME OF FIRM (IF APPLICABLE):	