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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:	**Frontier Communications**
ADDRESS:	One Verizon Way, Basking Ridge NJ 07920
CERTIFICATE NUMBER(S):	#IL-012 and #IL-013
PREPARED BY:	Leslie Zink
PHONE:	585-777-4717
EMAIL:	Leslie.zink@verizon.com

CUSTOMER SERVICE NUMBER:	1-800-921-8102

COMMISSION COMPLAINT CONTACT:	
NAME:	Office of the President
TITLE:	
PHONE:	877-473-1930
EMAIL:	ftr-consumer.affairs@verizon.com
ADDRESS (IF NOT SAME AS ABOVE):	

REGULATORY CONTACT:	
NAME:	Cassandra Knight
TITLE:	VP, Regulatory Reporting
PHONE:	585-777-4557
EMAIL:	Cassandra.knight@verizon.com
ADDRESS (IF NOT SAME AS ABOVE):	21 West Ave Spencerport, NY 14599

TARIFF CONTACT:	
NAME:	Leslie Zink
TITLE:	Manager Regulatory Reporting
PHONE:	585-777-4717
EMAIL:	Leslie.zink@verizon.com
ADDRESS (IF NOT SAME AS ABOVE):	21 West Ave Spencerport, NY 14599

ATTORNEY:	
NAME:	Suzan Paiva
TITLE:	Associate General Counsel
PHONE:	267-768-6189
EMAIL:	Suzan.d.paiva@verizon.com
ADDRESS (IF NOT SAME AS ABOVE):	900 Race Street, Philadelphia, PA 19107
NAME OF FIRM (IF APPLICABLE):	