

Inteserra

A JSI Company

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January 6, 2025
Via Email
(records@utc.wa.gov)

Mr. Jeff Killip, Executive Director and Secretary
Washington Utilities & Transportation Comm.
621 Woodland Square Loop
Lacey, WA 98503

Received
Records Management
Jan 6, 2025

**RE: ACN Communication Services, LLC
Annual Compliance Emergency Operation Contact Information; WAC 480-120-414
Docket UT-220749**

Dear Mr. Killip:

Pursuant to WAC 480-120-414, this letter is submitted on behalf of ACN Communication Services, LLC ("Company"). Included please find the Company's current emergency and non-emergency contact information.

Any questions you may have regarding this filing should be directed to my attention at 470-672-3926 or via email to Sthomas@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas

Sharon Thomas
Consultant

tms: WAx2501

Enclosures
ST/kb

Washington Utilities and Transportation Commission
Annual Compliance Emergency Operation Contact Information; WAC 480-120-414
Docket UT-220749

1	Company name	ACN Communication Services, LLC dba Flash Mobile dba Flash Wireless
2	Services provided	Telecommunications
3	Emergency plan (Y/N)	Y
4	Emergency plan filed with the UTC (Y/N)	N
5	Company network operations center (Y/N)	Y
6	Network operation center location	10150 Mallard Creek Road, Suite 400 Charlotte, NC 28262

		Name	Title	24-hour (Y/N)	Address	Email	Tel	Cell	Change from 2023 submission (Y/N)
7	Regulatory Contact	Sherif Elkhoully	Regulatory	N	10150 Mallard Creek Road, Suite 400 Charlotte, NC 28262	LegalNotices@acninc.com	704-260-3401	n/a	Y
8	Primary Emergency Contact	Wireline &VoIP		Y	10150 Mallard Creek Road, Suite 400 Charlotte, NC 28262	naflashservices@acninc.com	877-226-1010	n/a	Y
		Flash Mobile/Flash Wireless				flashmobilesupport@acninc.com	866-735-3324		
9	Alternate Emergency Contact	Shane Gingell	CIO	N	10150 Mallard Creek Road, Suite 400 Charlotte, NC 28262	Shane.Gingell@acninc.com	704-260-3346	n/a	Y
10	Network Operations Center	Wireline &VoIP		Y	10150 Mallard Creek Road, Suite 400 Charlotte, NC 28262	naflashservices@acninc.com	877-226-1010	n/a	Y
		Flash Mobile/Flash Wireless				flashmobilesupport@acninc.com	866-735-3324		
11	24-hour Emergency Contact	Wireline &VoIP		Y	10150 Mallard Creek Road, Suite 400 Charlotte, NC 28262	naflashservices@acninc.com	877-226-1010	n/a	Y
		Flash Mobile/Flash Wireless				flashmobilesupport@acninc.com	866-735-3324		