

Marc Rozar <mrozar@cnsny.net>

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To records@wutc.wa.gov
cc jpugliese@cnsny.net, swelker@cnsny.net
Subject Docket No. UT-031755

In response to your request for information under Docket No. UT-031755, I would first like to state that we are a switchless reseller of long distance services. We do not provide any local services in the state of Washington or anywhere else and we do not own, lease, maintain or operate any network facilities such as Operations Centers, Central Offices, wire, cable, fiber optics, etc., etc.

With that being said, we do maintain a 24 hour Trouble Reporting Customer Service Number to report long distance network problems or disasters to, and that number is (800) 809-0663. The contact person would be Sarah Welker, Operations Manager. The escalation list would be to Joe Pugliese, Vice President and then to Marc Rozar, President.

If it is an after hours problem and no one is immediately available to the caller, the after hours Message would advise the caller of our Manger on duty's cell phone number and / or pager number .

Marc Rozar