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December 11, 2022

Washington Utilities and Transportation Commission  
621 Woodland Square Loop SE  
Lacey, WA 98503  
[records@utc.w.gov](mailto:records@utc.w.gov)

RE: Docket UT-220749

Received  
Records Management  
12/12/22 08:22:59  
State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

To Whom It May Concern:

Enclosed please find the Annual Emergency and Non-Emergency contact information update on behalf of Great America Networks in compliance with Washington Administrative Code 480-120-414.

Should you have any questions concerning this submission on behalf of (COMPANY NAME), please address said questions directly to me.

Sincerely,

**CliftonLarsonAllen LLP**

Keisha Byas  
Senior, Regulatory Associate  
678-551-6155  
Keisha.Byas@claconnect.com

Enclosure



STATE OF WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503

P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY 1-800-833-6384 or 711

November 1, 2022

Telecommunications Companies

**RE: Docket UT-220749 - Action Required by December 31, 2022  
Annual Compliance with Washington Administrative Code 480-120-414**

Dear Service Provider:

Please provide your current emergency and non-emergency contact information to the Washington Utilities and Transportation Commission (Commission) staff in compliance with WAC 480-120-414. Please verify the Commission has accurate information by December 31, 2022. You may submit the information electronically at [efiling.utc.wa.gov/form](http://efiling.utc.wa.gov/form), Please select *WAC Required Reports* for the Filing Type, select 220749 for the docket number, and attach a cover letter and the information requested. The information can also be submitted by regular mail to Amanda Maxwell, Executive Director and Secretary, Washington Utilities and Transportation Commission, Attention Records Center (Docket UT-220749), P.O. Box 47250, Olympia, WA 98504-7250.

The Commission maintains a list of contacts for registered telecommunications providers in Washington. If you are a service provider and have customers in Washington State, the Commission must know how to reach the correct personnel in both the event of an emergency and non-emergency. The Commission and the Washington Military Department, Emergency Operations Center, maintain duplicate lists of contacts. If you have inquiries about this matter, please contact Rebecca Beaton at (360) 664-1287, [rebecca.beaton@utc.wa.gov](mailto:rebecca.beaton@utc.wa.gov) or Jonathon Church at (360) 664-1295, [jonathon.church@utc.wa.gov](mailto:jonathon.church@utc.wa.gov).

Information requested may be found in the tables below.

1	Company name	Great America Networks, Inc.
2	Services provided	VOIP, Toll
3	Emergency plan (Y/N)	
4	Emergency plan filed with the UTC (Y/N)	Y
5	Company network operations center (Y/N)	Y
6	Network operation center location	12155 Mora Drive, Suite 1 & 2 Santa Fe Springs, CA 90670

		Name	Title	24-hour (Y/N)	Address	Email	Tel	Cell	Change from 2021 submission (Y/N)
7	Regulatory contact								N
8	Primary emergency contact								N
9	Alternate emergency contact								N
10	Network operations center								N
11	24-hour emergency contact								N

**WAC-480-120-414 Emergency operation.**

(1) Each company must maintain, revise and provide to the commission the following:

(a) The titles and telephone numbers of the company's disaster services coordinator and alternates; and

(b) Upon request of the commission, the company's current plans for emergency operation, including current plans for recovery of service to governmental disaster recovery response agencies within the state of Washington.

(2) For coordination of disaster response and recovery operations, each company must maintain on file with the Washington state emergency management division the titles and telephone numbers of the managers of the company's:

(a) Local network operations center;

(b) Regional network operations center; or

(c) Emergency operations center.

Amanda Maxwell

Executive Director and Secretary

Company Name	Great America Networks Inc
Services Provided	VoIP, Toll
Emergency Plan (Y/N)	Y
Emergency Plan with the UTC (Y/N)	Y
Company network operations center (Y/N)	Y
Network operations center location	12155 Mora Drive, Suite 1 & 2 Santa Fe Springs, CA 90670

- **Regulatory Contact**

Mindy Rizzo, Compliance Administrator

24 Hour (Y/N): N

Address: 12155 Mora Drive, Suite 1 & 2 Santa Fe Springs, CA 90670

Email: mrizzo@btigroup.com

Phone: 312-432-5316

- **Primary Emergency Contact**

Mindy Rizzo, Compliance Administrator

24 Hour (Y/N): N

Address: 12155 Mora Drive, Suite 1 & 2 Santa Fe Springs, CA 90670

Email: mrizzo@btigroup.com

Phone: 312-432-5316

- **Alternate Emergency Contact**

Eric W. Brackett, President

24 Hour (Y/N): N

Address: 12155 Mora Drive, Suite 1 & 2 Santa Fe Springs, CA 90670

Email: ebrackett@btigroup.com

Phone: 800-435-7284

- **Network Operations Center**

24 Hour (Y/N): Y

Address: 12155 Mora Drive, Suite 1 & 2 Santa Fe Springs, CA 90670

Email:

Phone: 800-435-7284

- **24-Hour Emergency Contact**

24 Hour (Y/N): Y

Address:

Email:

Phone: 800-435-7284

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