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December 11, 2003
Via Overnight Delivery

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Mr. David Dittmore
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive, S.W.
Olympia, WA 98504

RE: ACN Communication Services, Inc
WA Emergency Operations Information Request
RE: UT-031755

Dear Mr. Dittmore:

Enclosed please find a copy of the WA Emergency Operations Information Request, filed on behalf of ACN Communication Services, Inc. No check is enclosed as there are no remittance fees due.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-8575. Thank you for your assistance in this matter.

Sincerely,

Karen Gillespie
Compliance Reporting Consultant

cc: Lisa Lezotte - ACN Communication Services, Inc
file: ACN Communication Services, Inc - Reporting - Washington

Rulemaking on Emergency Information
Docket No. UT-031755

WAC 480-120-414 Emergency operation.

(1) All companies 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
See Attachment "A"
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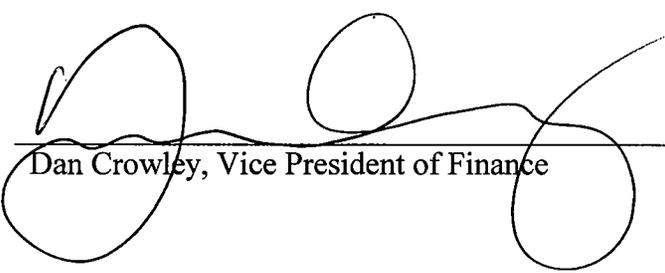
- (b) Upon request of the commission, the company's current plans for emergency operation, including current plans for recovery of service to governmental disaster recovery response agencies within the state of Washington.
Upon request, ACN will comply with this requirement
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(2) 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 operating center;
-
-

- (b) Regional network operations center; or
411 Third Street, Gwinn MI 49841
906-227-7400
-
-

- (c) Emergency operations center.
411 Third Street, Gwinn MI 48941
906-227-7400
-
-



Dan Crowley, Vice President of Finance

12/9/2003

Date

Attachment A
ACN Customer Service Center
Emergency Contact Personnel

Bonni Rice- Call Center Manager
Office 906.227.7427
Home 906.249.3169
Cell 906.869.7765

Teri Baker- Call Center Manager
Office 906.227.7426
Home 906.346.3514
Cell 906.869.7900

Lynn Lundquist- Global Workforce Manager
Office 906.227.7420
Home 906.387.3427
Cell 906.869.4094

Neil Newcomb- VP Customer Service North America
Office 906.227.7402
Home 906.225.1759
Cell 906.869.4092