

Service Date: November 1, 2022



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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

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

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 11/02/2022
 State Of WASH.
 UTIL. AND TRANSP.
 COMMISSION

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. 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 or Jonathon Church at (360) 664-1295, jonathon.church@utc.wa.gov.

Information requested may be found in the tables below.

| | | |
|---|---|---|
| 1 | Company name | CresComm WiFi LLC |
| 2 | Services provided | Fixed Wireless Broadband, Interconnected VoIP |
| 3 | Emergency plan (Y/N) | Y |
| 4 | Emergency plan filed with the UTC (Y/N) | Y |
| 5 | Company network operations center (Y/N) | Y |
| 6 | Network operation center location | Port Angeles, Chinook |

| | | Name | Title | 24-hour (Y/N) | Address | Email | Tel | Cell | Change from 2021 submission (Y/N) |
|----|-----------------------------|-----------------------|--------------|---------------|--|---------------------------------|----------------------|------------------|-----------------------------------|
| 7 | Regulatory contact | Robert Pensworth | Y | N | PO Box 120 Joyce, WA 98343 | rpensworth@ crescommwifi.com | 360- 928-0000, x1 | 360- 912-0022 | Y (Address) |
| 8 | Primary emergency contact | Robert Pensworth | CEO | N | 48881 Hwy 112 Port Angeles, WA 98363 | rpensworth@ crescommwifi.com | 360 928-0000 x1 | 360- 912-0022 | N |
| 9 | Alternate emergency contact | David Neys | Network Tech | N | 19367 Westwood Dr Oregon City, OR 97045 | dneys@ crescommwifi.com | 971- 704-5255 | 503- 486-8380 | Y (Address) |
| 10 | Network operations center | CresComm WiFi, LLC | In-House | N | 48881 Hwy 112 Port Angeles, WA 98363 | support @crescommwifi.com | 360- 926-0000 | N | N |
| 11 | 24-hour emergency contact | Call Center | Contractor | Y | 555 S State St, Ste 100 Orem, UT 84058 | supervisors@ serverplus.com | 800- 562-8064 | N | 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