

**Carlson, Joni (UTC)**

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**From:** Heather Paullin [hpaullin@tconetwork.com]  
**Sent:** Monday, November 19, 2007 1:15 PM  
**To:** UTC DL Records Center  
**Cc:** 'Heather Paullin'  
**Subject:** WA Docket UT-072149 Emergency Contact Info  
**Attachments:** header.htm; image001.jpg

November 19, 2007

WA Utilities and Transportation Commission  
ATTN: Record Center, Docket UT-072149  
PO Box 47250  
Olympia, WA 98504-7250

Docket UT-072149  
Re: Emergency Contact Information

TCO Network, Inc. is hereby providing a response the Emergency Contact Information request:

1. Primary contact: Carrie Schmidt, Product Specialist:262/821-9200x 201 Secondary contact: Bill Linsmeier, President: 262/821-9200 x 204
2. As a reseller of telecommunications services, we rely on our underlying carriers to ensure that the network remains working or that the necessary steps are taken for restoration in the event of a disaster. Within our own company we have three levels of escalation, Customer Service, then our Product Specialist, then myself as the President. In the event of an emergency, proper notification will be made to the underlying carrier. This will then be relayed to the customer using means available. In some cases TCO Network, Inc. has the ability to move traffic from one carrier to another. This would take place in the event of a disaster if possible. Some of our customers have redundancy services in place in the event of a disaster.