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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: Z-Tel Communications, 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 Z-Tel Communications, 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,

for

Karen Gillespie
Compliance Reporting Consultant

cc: Paula Nicholson - Z-Tel Communications, Inc
file: Z-Tel Communications, 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
Al Gonzalez, Director of Security & Disaster Response
DID 813-233-4789
Cell 813-380-6044
Pager 813-380-6044
-

- (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.
Z-Tel Communications, Inc. is a UNE-P provider and in-state disaster relief is provided by the companies from which we lease facilities. The Enterprise Control Center (ECC) has procedures and conducts regular monthly drills for relocation of the ECC (which includes the 24/7 Network Operations Center, NOC). These procedures and associated support systems are for the ECC/NOC function which supports telephony, web/data, provisioning and other customer affecting systems.
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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;

Z-Tel 24/7 Enterprise Control Center (NOC)
877-ZTELOPS (983-5677) or 813-233-4725

Jeff Crane, Director, Enterprise Control Center
DID 813-262-4440
Cell 813-376-2266
Pager 813-266-9382

Tim Carmel, Operations Manager, Enterprise Control Center
DID 813-262-3089
Cell 813-967-2601

- (b) Regional network operations center; or
Z-Tel does not maintain regional facilities

Z-Tel 24/7 Enterprise Control Center (NOC)
877-ZTELOPS (983-5677) or 813-233-4725

Jeff Crane, Director, Enterprise Control Center
DID 813-262-4440
Cell 813-376-2266
Pager 813-266-9382

Tim Carmel, Operations Manager, Enterprise Control Center
DID 813-262-3089
Cell 813-967-2601

- (c) Emergency operations center.

Atlanta Real Time Systems Team

Don Newton, Senior Network Engineer
DID 404-946-3066
Cell 404-641-7263
Pager 404-641-7263

Jed Doody, Senior Network Engineer
DID 770497-3394
Cell 678-687-7321



Andrew L. Graham, Secretary

12/23/22

Date