



December 7, 2004
Via Overnight Delivery

210 N. Park Ave.
Winter Park, FL
32789

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

P.O. Drawer 200
Winter Park, FL
32790-0200

RE: Custom Teleconnect, Inc
WA Emergency Operations Information Request
RE: UT-031755

Tel: 407-740-8575
Fax: 407-740-0613
tmi@tminc.com

Dear Mr. Dittmore:

Enclosed please find a copy of the WA Emergency Operations Information Request, filed on behalf of Custom Teleconnect, 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,

Cathy Ekern
Compliance Reporting Specialist

cc: Louise Baloun - Custom Teleconnect, Inc
file: Custom Teleconnect, 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
Donna Morgan – Phone: 702-368-3324
Cell: 702-275-5679

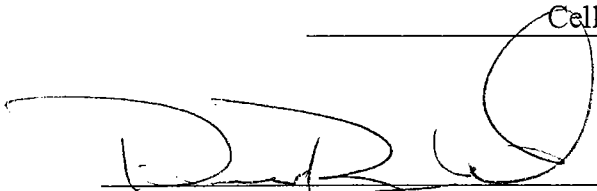
(b) Upon request of the commission, the company's current plans for emergency operation, including current plans for recovery of service to governmental disaster recovery response agencies within the state of Washington.

(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;
Not Applicable.

(b) Regional network operations center; or
Donna Morgan – Phone: 702-368-3324
Cell: 702-275-5679

(c) Emergency operations center.
Donna Morgan – Phone: 702-368-3324
Cell: 702-275-5679



David H. Barksdale, CFO

Date