



December 16, 2004
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STATE OF WASHINGTON
UTILITY AND TRANSPORTATION
COMMISSION

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: ACN Communication Services, 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 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 E. Gillespie
Compliance Reporting Specialist

cc: Timothy M. Seat - ACN Communication Services, Inc
file: ACN Communication Services, Inc - Reporting - Washington

Rulemaking on Emergency Information
Docket No. UT-031755

ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, MI 48334

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.
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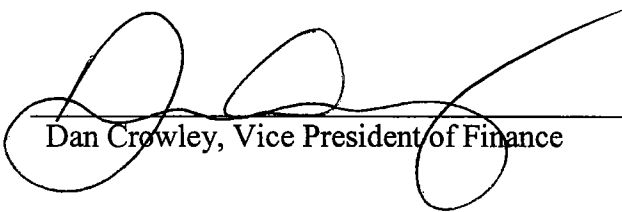
Upon request, ACN will comply with this requirement.

(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
411 Third Street, Gwinn, MI 49841
906-227-7400
-
-

- (c) Emergency operations center.
411 Third Street, Gwinn, MI 49841
906-227-7400
-
-



Dan Crowley, Vice President of Finance

Date

Attachment A
ACN Customer Service Center
Emergency Contact Personnel

Bonnie 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

Michael Day – Director of Customer Care
Office 906.227.7402
Home
Cell