

Service Date: November 1, 2021



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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

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

(360) 664-1160 • TTY 1-800-833-6384 or 711

November 1, 2021

Telecommunications Companies

**RE: Docket UT-072149 - Action Required by December 31, 2021
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, 2021. You may submit the information electronically to: records@utc.wa.gov or by regular mail to Amanda Maxwell, Executive Director and Secretary, Washington Utilities and Transportation Commission, Attention Records Center (Docket UT-072149), 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 by telephone at (360) 664-1287 or by email at rebecca.beaton@utc.wa.gov.

Information requested may be found in the tables below.

1	Company name	First Step Internet, LLC
2	Services provided	Broadband Internet, VOIP
3	Emergency plan (Y/N)	N
4	Emergency plan filed with the COMMISSION (Y/N)	N
5	Company network operations center (Y/N)	Y
6	Network operations center location	Moscow, Idaho 83843

		Name	Title	24 hour (Y/N)	Address	Email	Tel	Cell
7	Regulatory contact	Kevin Owen	Pres	N	Moscow, ID	kowen@fsr.com		2083101626
8	Primary emergency contact	Nathan Anderson	sysadmin	N	Moscow, ID	nathana@fsr.com		2085963120
9	Alternate emergency contact	Brian Renfro	ops manager	N	Moscow, ID	brianr@fsr.com		2087902705
10	Network operations center	Eric Flanery	sysadmin	N	Moscow, ID	eflanery@fsr.com		2084251337
11	24-hour emergency contact	GTC		Y	Wenatchee, WA	techs@ygtc.com		8444220840

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