

**UT-220749**

Received  
Records Management  
Nov 1, 2023

Wired or Wireless, Inc.  
17813 E. Appleway Ave  
Spokane Valley, WA 99016

11/01/23

UTC Records

Attention: Kathy Hunter, Acting Executive Director and Secretary

Subject: Docket Number UT-220749

To whom it may concern,

We hereby submit the requested documents in relation to Docket Number UT-220749, as requested.

Enclosed within this correspondence, you will find the relevant information and materials pertaining to the above-stated docket number. We have taken every measure to ensure the accuracy and completeness of the documents.

Should you require any further information or assistance, please do not hesitate to contact our regulatory manager, Amy Bares at abares@wow-tel.com or 509-892-5877 Ext 108.

Thank you,

Amy Bares

Wired or Wireless, Inc

Service Date: November 1, 2023



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, 2023

Telecommunications Companies

**RE: Docket UT-220749 - Action Required by December 31, 2023**  
**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, 2023.

You may submit the information electronically at [efiling.utc.wa.gov/form](http://efiling.utc.wa.gov/form). Please select *WAC Required Reports* for the Filing Type, select 220749 for the docket number, and attach a cover letter and the information requested. The information can also be submitted by regular mail to Kathy Hunter, Acting Executive Director and Secretary, Washington Utilities and Transportation Commission, Attention Records Center (Docket UT-220749), 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 at (360) 664-1287, [rebecca.beaton@utc.wa.gov](mailto:rebecca.beaton@utc.wa.gov) or Jonathon Church at (360) 664-1295, [jonathon.church@utc.wa.gov](mailto:jonathon.church@utc.wa.gov).

Information requested may be found in the tables below.

1	Company name	See Attached
2	Services provided	See Attached
3	Emergency plan (Y/N)	See Attached
4	Emergency plan filed with the UTC (Y/N)	See Attached
5	Company network operations center (Y/N)	See Attached
6	Network operation center location	See Attached

	Please See Attached Info On Following Page	Name	Title	24-hour (Y/N)	Address	Email	Tel	Cell	Change from 2022 submission (Y/N)
7	Regulatory contact								
8	Primary emergency contact								
9	Alternate emergency contact								
10	Network operations center								
11	24-hour emergency contact								

**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.

**Kathy  
 Hunter**

Digitally signed by  
 Kathy Hunter  
 Date: 2023.10.30  
 08:46:32 -07'00'

Kathy Hunter  
 Acting Executive Director and Secretary

Information requested may be found in the tables below.

1. Company name: Wired or Wireless, Inc
2. Services provided: Fixed Wireless and Interconnected VOIP
3. Emergency plan (Y/N): Y
4. Emergency plan filed with the UTC (Y/N): Y
5. Company network operations center (Y/N): Y
6. Network operation center location: Spokane Valley, Wa

7. Regulatory Contact:

- Name: Amy Bares
- Title: Office/Regulatory Manager
- 24-Hour Y/N: N
- Address: 17813 E. Appleway Ave. Spokane Valley, Wa 99016
- Email: [abares@wow-tel.com](mailto:abares@wow-tel.com)
- Tel: 509-892-5877
- Cell: 337-422-2577
- Change From 2022 Submission (Y/N): Y

8. Primary Emergency Contact:

- Name: William Geibel Jr
- Title: President
- 24-Hour Y/N: Y
- Address: 17813 E. Appleway Ave. Spokane Valley, Wa 99016
- Email: [billjr@wow-tel.com](mailto:billjr@wow-tel.com)
- Tel: 509-892-5877
- Cell: 509-342-1421
- Change From 2022 Submission (Y/N): Y

9. Alternate emergency contact:

- Name: Rob Klaus
- Title: Network Admin
- 24-Hour Y/N: N
- Address: 17813 E. Appleway Ave. Spokane Valley, Wa 99016
- Email: [regulatory@wow-tel.com](mailto:regulatory@wow-tel.com)
- Tel: 509-892-5877
- Cell: 913-488-3302
- Change From 2022 Submission (Y/N): Y

10. Network operations center:

- Name: Rob Klaus

- Title: Network Admin
- 24-Hour Y/N: N
- Address: 17813 E. Appleway Ave. Spokane Valley, Wa 99016
- Email: [rklaus@wow-tel.com](mailto:rklaus@wow-tel.com)
- Tel: 509-892-5877
- Cell: 913-488-3302
- Change From 2022 Submission (Y/N): Y

11. 24-hour emergency contact:

- Name: Wired or Wireless, Inc
- Title: Company
- 24-Hour Y/N: Y
- Address: 17813 E. Appleway Ave. Spokane Valley, Wa 99016
- Email: [regulatory@wow-tel.com](mailto:regulatory@wow-tel.com)
- Tel: 509-892-5877
- Cell: 509-892-5877
- Change From 2022 Submission (Y/N): Y