



TELUS Regulatory Affairs  
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*VIA E-File*

November 2, 2023

Kathy Hunter, Acting Executive Director and Secretary  
Washington Utilities and Transportation Commission  
ATTN: Records Center (Docket UT-220749)  
PO Box 47250  
Olympia, WA 98504-7250  
USA

Received  
Records Management  
Nov 2, 2023

RE: Docket UT-220749: Annual Compliance Washington Administrative Code 480-120-414

Acting Executive Director and Secretary Hunter

Please find the current emergency and non-emergency contact information for TELUS Communications (U.S.) Inc. (UBI 603-248-429), as requested by the Washington Utilities and Transportation Commissions ("UTC") in the above referenced docket.

Should you have any questions or require further clarification, please do not hesitate to contact me at the information above.

Respectfully submitted,

TELUS Communications (U.S.) Inc.

Erin Emmott  
President

Cc: Rebecca Beaton ([rebecca.beaton@utc.wa.gov](mailto:rebecca.beaton@utc.wa.gov))  
Jonathon Church ([jonathon.church@utc.wa.gov](mailto:jonathon.church@utc.wa.gov))

## Emergency and Non Emergency Contact Information

1. Company Name: TELUS Communications (U.S.) Inc.
2. Services Provided: Interstate and International data and related communications services
3. Emergency Plan: YES
4. Emergency Plan on File with the UTC? NO
5. Company network operations center? YES
6. Network operations center location: CANADA
7. Regulatory Contact
  - a. Name: Erin Emmott
  - b. 24 Hour (Y/N): N
  - c. Title: President
  - d. Address: c/o Legal Services  
510 West Georgia Street  
Vancouver BC Canada V6B 0M3
  - e. Email: Erin.Emmott@telus.com
  - f. Telephone: (202) 536-3160
  - g. Mobile: (780) 868-3563
  - h. Change from 2022: N
8. Primary Emergency Contact
  - a. Name: Brian Lakey
  - b. 24 Hour (Y/N) N
  - c. Title: VP – Service Reliability & AI
  - d. Address: 10035 102<sup>nd</sup> Avenue, NW, Floor 12  
Edmonton, AB T5J 0E5, CANADA
  - e. Email: [Brian.Lakey@telus.com](mailto:Brian.Lakey@telus.com)
  - f. Telephone: (780) 508-2300
  - g. Mobile (780) 718-2413
  - h. Change from 2022: N
9. Alternative Emergency Contact
  - a. Name: Fatima Kassamali
  - b. 24 Hour (Y/N) N
  - c. Title: Director, Network Assurance
  - d. Address: 10035 102<sup>nd</sup> Avenue, NW, Floor 10  
Edmonton, AB T5J 0E5, CANADA
  - e. Email: Fatima.Kassamali@telus.com
  - f. Telephone: (780) 508-2462
  - g. Mobile: (780) 218-8282
  - h. Change from 2022: N
10. Network Operations (7x24x365): (877) 419-7227 (will engage the appropriate team members)
11. 24-hour Emergency contact: (877) 419-7227 (will engage the appropriate team members)