

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

UT-220749

Received  
Records Management  
Nov 7, 2023

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	
2	Services provided	QuantumShift Communications, Inc. Local, LD, Internet
3	Emergency plan (Y/N)	No
4	Emergency plan filed with the UTC (Y/N)	No
5	Company network operations center (Y/N)	Yes
6	Network operation center location	San Ramon, CA 800-804-8266

		Name	Title	24-hour (Y/N)	Address	Email	Tel	Cell	Change from 2022 submission (Y/N)
7	Regulatory contact	Jenna Brown		N		jbrown@vcomsolutions.com	415-209-7044		N
8	Primary emergency contact	all other contacts: Service (24x7x365) 800-804-8266							
9	Alternate emergency contact	service@vcomsolutions.com							
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