

December 6, 2021

VIA ELECTRONIC FILING

Executive Director and Secretary Amanda Maxwell
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr.
Olympia, Washington 98504-7250

RE: Contact Information – Compliance Filing WAC 480-120-414
Docket UT-072149

Dear Ms. Maxwell:

Securus Technologies, LLC (“Securus”) is sending this correspondence to comply with WAC-480-120-414, the requirement for telecommunication companies to file an Emergency Plan with the Washington Utilities and Transportation Commission. To offer you some background about our business, Securus solely provides telecommunications services to correctional facilities. Securus is a non-facilities based carrier and does not conduct an emergency response plan. Any required emergency response would be appropriately handled by the underlying carriers. Below is the current list of Securus carriers in Washington; however, these are subject to frequent changes.

CENTURYLINK
CHARTER COMMUNICATIONS
COMCAST
FUSION CLOUD SERVICES, LLC
HOOD CANAL COMMUNICATIONS
SPECTRUM
WAVE BROADBAND
WHOLESAIL NETWORKS
ZAYO GROUP, LLC
ZIPLYFIBER

UT-072149

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Records Management
12/06/21 09:34:16
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Securus sincerely appreciates your attention to this matter. Should you have any questions or concerns that have not been addressed, please contact me at dconde@securustechnologies.com or (972) 277-0395.

Respectfully submitted,

/s/ Debbie Conde
Senior Regulatory Analyst

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	Securus Technologies, LLC
2	Services provided	Competitive Communications
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	Carrollton, TX

See attached sheet for responses for 7-11

		Name	Title	24 hour (Y/N)	Address	Email	Tel	Cell
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.



Amanda Maxwell
Executive Director and Secretary

		Name	24 Hour Y/N	Title	Address	Email	Tel	Mobile
7	Regulatory Contact	Michael S. J. Lozich	N	Sr. Corporate Counsel & Director of Regulatory and Governmental Affairs	4000 International Parkway, Carrollton, TX 75007	mlozich@securustechologies.com	972-277-0565 or 972-277-0600 (answered 24 hours a day)	
8	Primary emergency contact	Ben Raney	N	Sr. Manager, Network Operations Center	4000 International Parkway, Carrollton, TX 75007	braney@securustechologies.com	972-277-0616 or 972-277-0600 (answered 24 hours a day)	
9	Alternate emergency contact	Dan Wigger	N	Vice President & Managing Director, Wireless Containment	4000 International Parkway, Carrollton, TX 75007	dwigger@securustechologies.com	972-277-0752 or 972-277-0600 (answered 24 hours a day)	
10	Network operations center contact	Ben Raney	N	Sr. Manager, Network Operations Center	4000 International Parkway, Carrollton, TX 75007	braney@securustechologies.com	972-277-0616 or 972-277-0600 (answered 24 hours a day)	
11	24 hour emergency contact	Ben Raney	Y	Sr. Manager, Network Operations Center	4000 International Parkway, Carrollton, TX 75007	braney@securustechologies.com	972-277-0600 (answered 24 hours a day)	