

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
Dec 11, 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, 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 or Jonathon Church at (360) 664-1295, jonathon.church@utc.wa.gov.

Information requested may be found in the tables below.

1	Company name	Convergia Inc.
2	Services provided	Telecommunications
3	Emergency plan (Y/N)	.Y
4	Emergency plan filed with the UTC (Y/N)	.N
5	Company network operations center (Y/N)	.Y
6	Network operation center location	Lima Peru

Respect. Professionalism. Integrity. Accountability.

		Name	Title	24-hour (Y/N)	Address	Email	Tel	Cell	Change from 2022 submission (Y/N)
7	Regulatory contact	Rohit Dharupta	Director of Operations	N	237 Hymus Blvd. Pointe-Claire Quebec, H9R 5C7	rohit.dharupta@convergencia.io	+1 514 693 6300	+1 514 778 0262	
8	Primary emergency contact	Richard Pulido	Tech Support - Level 2	N	1000 Brickell Ave Unit 910, Miami, FL 33131, United States	richard.pulido@convergencia.io		+1 305 773 1314	
9	Alternate emergency contact	Cheikh Gueye	Tech Support - Level 2	N	237 Hymus Blvd. Pointe-Claire Quebec, H9R 5C7	cheikh.gueye@convergencia.io		+ 1 514 993 0013	
10	Network operations center	Edson Miranda Juan Chumbimuni		Y N	Calle Los Libertadores 155, Piso 2 - San Isidro, Lima	edson.miranda@convergencia.io juan.chumbimuni@convergencia.io	+51 1 640 1040 +51 989 000 128		
11	24-hour emergency contact	NOC Duty Person	NOC Duty Person	Y	Calle Los Libertadores 155, Piso 2 - San Isidro, Lima	noc@convergencia.io	+51 1 640 1040		

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**

Kathy Hunter

Digitally signed by
Kathy Hunter
Date: 2023.10.30
08:46:32 -0700

Acting Executive Director and Secretary