

**2021 Annual Emergency Contacts Filing**  
**Compliance with WA Admin. Code WAC 480-120-414 (Docket: UT-072149)**

1. **Company Name:** Global Tel\*Link Corporation
2. **Services Provided:** Inmate Payphone Provider
3. **Emergency Plan (Y/N):** Yes
4. **Emergency Plan filed with the UTC (Y/N):** Yes - Via Underlying Carriers
5. **Network Operations Center (Y/N):** Yes - Via Underlying Carriers
6. **Network Operations Center Location:** Falls Church, VA
7. **Regulatory Contact:**
  - Name: Susan Cockerham
  - Title: Regulatory Agent
  - Address: 1725 Windward Concourse, Ste. 150  
Alpharetta, GA 30005
  - Email: scockerham@fastektax.com
  - Telephone: (678) 672-2837
8. **Primary Emergency Contact:**
  - Name: Steve Montanaro
  - Title: VP - Consumer Channels
  - Address: 3120 Fairview Park Drive, Ste 300  
Falls Church, VA 22042
  - Email: [steve.montanaro@gtl.net](mailto:steve.montanaro@gtl.net)
  - Telephone: 813-380-1513
9. **Alternate Emergency Contact:**
  - Name: Deb Alderson
  - Title: CEO
  - Address: 3120 Fairview Park Drive, Ste 300  
Falls Church, VA 22042
  - Email: [Deb.Alderson@gtl.net](mailto:Deb.Alderson@gtl.net)
  - Telephone: (866) 230-7761
10. **Network Operations Center Contact:**
  - Name: Deb Alderson
  - Title: CEO
  - Address: 3120 Fairview Park Drive, Ste 300  
Falls Church, VA 22042
  - Email: [Deb.Alderson@gtl.net](mailto:Deb.Alderson@gtl.net)
  - Telephone: (866) 230-7761
11. **24-Hour Emergency Contact:**
  - Name: <https://www.gtl.net/facility-support/technical-contacts/>
  - Title: <https://www.gtl.net/facility-support/technical-contacts/>
  - Address: 3120 Fairview Park Drive, Ste 300  
Falls Church, VA 22042
  - Email: [support@gtl.net](mailto:support@gtl.net)
  - Telephone: (877) 856-3184