

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

1. **Company Name:** Velocity, A Managed Services Company, Inc.
2. **Services Provided:** IXC, CLEC, VoIP
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:** Holland, OH
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: William Werner
Title: Secretary & COO
Address: 7130 Spring Meadows Drive W
Holland, OH 43528
Email: compliance@velocitymsc.com
Telephone: 419-868-9983
9. **Alternate Emergency Contact:**
- Name: Frank Provino
Title: Vice President-Operations
Address: 7130 Spring Meadows Drive W
Holland, OH 43528
Email: fprovino@velocitymsc.com
Telephone: 419-491-0809
10. **Network Operations Center Contact:**
- Name: Mike Steedman
Title: Compliance Specialist
Address: 7130 Spring Meadows Drive W
Holland, OH 43528
Email: msteadman@velocitymsc.com
Telephone: 1-877-375-3854
11. **24-Hour Emergency Contact:**
- Name: William Werner
Title: Secretary & COO
Address: 7130 Spring Meadows Drive W
Holland, OH 43528
Email: compliance@velocitymsc.com
Telephone: 1-877-375-3854; 866-983-5624