

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION  
 Telecommunications Companies  
 Docket UT-072149  
 2021

- 1 **Company name:** Magna5 LLC
- 2 **Services provided:** Local, Long Distance, Data, Private Line, Internet & VoIP
- 3 **Emergency Plan (Y/N):** Yes
- 4 **Emergency plan filed with the UTC (Y/N):** No
- 5 **Network operations center (Y/N):** Y
- 6 **Network operations center location:** 3001 Dallas Pkwy, Suite 610, Frisco, TX 75034

		<b>Name</b>	<b>24 hour (Y/N)</b>	<b>Title</b>	<b>Address</b>	<b>Email</b>	<b>Telephone</b>	<b>Cell</b>
7	<b>Regulatory Contact</b>	Randy Russell	N	SVP, Service Delivery & Support	3001 Dallas Pkwy, Suite 610 Frisco, TX 75034	<a href="mailto:regulatory@magna5global.com">regulatory@magna5global.com</a>	844-462-4625	NA
8	<b>Primary emergency contact</b>	NOC engineer (floating staff under Randy Russell)	Y	NOC Engineer	3001 Dallas Pkwy, Suite 610 Frisco, TX 75034	<a href="mailto:noc@magna5global.com">noc@magna5global.com</a>	844-462-4625	NA
9	<b>Alternate emergency contact</b>	NOC engineer (floating staff under Randy Russell)	N	NOC Manager	3001 Dallas Pkwy, Suite 610 Frisco, TX 75034	<a href="mailto:customercare@magna5global.com">customercare@magna5global.com</a>	844-462-4625	NA
10	<b>Network operations center contact</b>	NOC engineer (floating staff under Randy Russell)	N	NOC Manager	3001 Dallas Pkwy, Suite 610 Frisco, TX 75034	<a href="mailto:noc@magna5global.com">noc@magna5global.com</a>	844-462-4625	NA
11	<b>24 hour emergency contact</b>	Randy Russell	Y	SVP, Service Delivery & Support	3001 Dallas Pkwy, Suite 610 Frisco, TX 75034	<a href="mailto:regulatory@magna5global.com">regulatory@magna5global.com</a>	844-462-4625	NA