



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 (360) 586-8203

November 3, 2020

Telecommunications companies

RE: Docket UT-072149 Action Required by December 31, 2020
Annual Compliance 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 (UTC) staff in compliance with WAC 480-120-414. Please verify the UTC has accurate information by December 31, 2020.

You may submit the information electronically to: records@utc.wa.gov or by regular mail to the Executive Secretary, Washington Utilities and Transportation Commission, Docket UT-072149, attention Records Center, P.O. Box 47250, Olympia, WA 98504-7250. Please see the attached information request matrix.

The UTC maintains a list of contacts for registered telecommunications providers in Washington. If you are a service provider and have customers in Washington State, the UTC must know how to reach the correct personnel in both the event of an emergency and non-emergency. The UTC and the Washington Military Department, Emergency Operations Center, maintain duplicate lists of contacts.

If you have inquiries about this matter, please contact Mr. Virgil Santos by telephone at 360.664.1280 or by email at vsantos@utc.wa.gov

1	Company name	ENA Healthcare Services, LLC
2	Services provided	Telecommunication and VOIP services
3	Emergency plan (Y/N)	Y
4	Emergency plan filed with the UTC (Y/N)	Y
5	Company network operations center (Y/N)	Y
6	Network operations center location	Nashville, TN

		Name	24 Hour (Y/N)	Title	Email	Tel	Mobile
7	Regulatory contact	Giselle De la Garza	Y	Tax Accountant	gdelagarza@ena.com	210-944-4875	
8	Primary emergency contact	CTAC	Y	CTAC Manager	ctacmanagers@ena.com	888-612-2880	
9	Alternate emergency contact	CTAC Manager on Call	Y	CTAC Manager	ctacmanagers@ena.com	888-612-2880	
10	Network operations center	CTAC	Y	CTAC Manager	ctacmanagers@ena.com	888-612-2880	
11	24-hour emergency contact	CTAC Manager on Call	Y	CTAC Manager	ctacmanagers@ena.com	615-312-6093	

November 3, 2020

		Name	24 Hour (Y/N)	Title	Address	Email	Tel	Mobile
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.



MARK L. JOHNSON
Executive Director and Secretary