



UT-220749

151 Southhall Lane, Ste. 450
Maitland, FL 32751

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Records Management
Jan 25, 2024

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Via Email

(records@utc.wa.gov)

Ms. Kathy Hunter, Executive Director and Secretary
Washington Utilities & Transportation Comm.
621 Woodland Square Loop
Lacey, WA 98503

**RE: ACN Communication Services, LLC
Annual Compliance Emergency Operation Contact Information; WAC 480-120-414
Docket UT-220749**

Dear Ms. Hunter:

Pursuant to WAC 480-120-414, this letter is submitted on behalf of ACN Communication Services, LLC ("Company"). Included please find the Company's current emergency and non-emergency contact information.

Any questions you may have regarding this filing should be directed to my attention at 470-672-3926 or via email to Sthomas@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas

Sharon Thomas
Consultant

tms: WAx2401

Enclosures
ST/kb

Washington Utilities and Transportation Commission
Annual Compliance Emergency Operation Contact Information; WAC 480-120-414
Docket UT-220749

1	Company name	ACN Communication Services, LLC
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	1000 Progress Place Concord, NC 28025

		Name	Title	24-hour (Y/N)	Address	Email	Tel	Cell	Change from 2022 submission (Y/N)
7	Regulatory Contact	Sherif Elkhoully	Regulatory	N	1000 Progress Place Concord, NC 28025	LegalNotices@acninc.com	704-260-3401	n/a	Y
8	Primary Emergency Contact	NOC	NOC	Y	1000 Progress Place Concord, NC 28025	noc@acninc.com	866-662-6645	n/a	Y
9	Alternate Emergency Contact	Shane Gingell	CIO	N	1000 Progress Place Concord, NC 28025	Shane.Gingell@acninc.com	704-260-3346	n/a	Y
10	Network Operations Center	NOC	NOC	Y	1000 Progress Place Concord, NC 28025	noc@acninc.com	866-662-6645	n/a	Y
11	24-hour Emergency Contact	NOC	NOC	Y	1000 Progress Place Concord, NC 28025	noc@acninc.com	866-662-6645	n/a	Y